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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](mailto:Wells.Cynthia.CTR@nhtsa.gov)
To: [Fogle, Brenda CTR \(NHTSA\)](mailto:Fogle.Brenda.CTR@nhtsa.gov)
Subject: FW: Reference No. 10454827
Date: Wednesday, April 25, 2012 10:39:20 AM

EQ-10454827-3455

-----Original message-----

From: "DataQuality, DataQuality (NHTSA)" <DataQuality@dot.gov>
To: "Wells, Cynthia CTR (NHTSA)" <Cynthia.Wells.CTR@dot.gov>
Sent: Wed, Apr 25, 2012 14:35:29 GMT+00:00
Subject: FW: Reference No. 10454827

The consumer below is adding additional information to their ODI # 10454827.

From: [REDACTED]
Sent: Wednesday, April 25, 2012 10:04 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Reference No. 10454827

4/24/2012

U.S. Department of Transportation

Thank you for acknowledging my complaint. I own a 1998 Honda Accord. March of 2012 my car would randomly die while driving. The first few time I didn't think much about it, then it began happening more frequently. I work 10 hr. days, my car never cut off in the early morning hours (4:30am) it only cut off in the evening hours. I took my car to my mechanic he could not find a problem.

3/21/2012. Car still dies while driving. I went on-line (Honda's forum) to see if anyone else was experiencing the problem(s) as me. I found a recall for "Electrical System: Ignition:Switch". I then called NHTSA and inquired about the time frame of the recall. Then I called American Honda. I spoke with a representative and was advised to take car to local dealership and have a diagnostic test done. If the test proved to be the Ignition Switch, dealer should honor recall. If not I would be responsible for cost of diagnostic test. I called and took my car to Townsend Honda (local dealership) and explained the recall and the Service Manager. He informed me that the recall had been done already and he doubt very seriously that they would repair it again. A diagnostic test was done. I was told the diagnosis was "Catalytic Converter". I then went to AutoZone and purchased a new Catalytic Converter and had it installed. Car doing good at this point.

4/9/2012. I was driving about 40-45mph over the Black Warrior Bridge (in the flow of traffic) I smelled and seen smoke coming from the steering column. I merged off the bridge into a parking area and had the car towed to mechanic. In the meantime I call my mechanic and told him what happened. He inspected the car and told me that the Ignition Switch has burned out. My mechanic went forward with making the repair.

4/11/2012. About 10:30-10:39 am I called Townsend Honda (local dealership) and asked to speak with Service Manager. I was not able to speak with him. I left a voice mail with my name and contact number, still no response. I bought my car Used and have had it for several years. I honestly can't/don't remember taking my car in for an "Ignition Switch" recall.

I would like to ask one question. If it is found that the recall was honored the first time by a Honda Dealership, why not a second time, seeing that the problem has occurred again.

Thank You for Your Help,
[REDACTED]