

CL-10474721-4518

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

October 15 2012

NHTSA Headquarters
1200 North New Jersey Ave, SE
West Building
Washington, DC 20590

OCT 22 2012


Norcross, GA 

To Who May Assist Me:

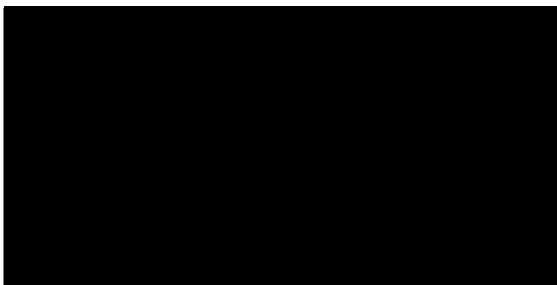
I wrote the attached letter 8 17 2012.

Attached is a letter to Honda re the problems I have been having with my Honda Civic Hybrid to which a solution has never been found. I requested the IMA Battery be replaced since the IMA problem has been ongoing since the vehicle was 3 years old and the IMA has a warranty of 8 years. Honda has stated it will not replace the battery.

The vehicle does not always climb small inclines and stalls when turning left. This put my life and my passengers' life in danger.

Is there anyway the NHTSA can assist me? Attached also is my latest letter to Honda.

Thank you for your assistance.



NH
102312
TW

August 17, 2012

NHTSA Headquarters
1200 North New Jersey Ave, SE
West Building
Washington, DC 20590

[REDACTED]
Norcross, GA [REDACTED]

To Who May Assist Me:

I own a 2008 Honda Civic Hybrid and have been trying to work with Honda Dealers and Honda Corporate on a dying IMA battery. I have been attempting to have Honda find a solution since June of 2011. Honda does an update to the battery which works for a few days and then the same loss of charge begins again especially in hot weather. The car loses the IMA charge when going up a hill, on exploration, and when turning left. If you are on a hill turning left the car slows as low as 5 mpg. This is very dangerous as I my driveway is on a hill and I turn left out of the drive quite often.

Is there anyone of a procedure of safety of auto at NHTSA that can offer a solution?

All Honda will do if keep doing fixes. I have suggested Honda put in an IMA battery which is safe.

Thank you for your assistance.

Sincerely,

COPY

[REDACTED]

October 16 2012

American Honda Motor Co Inc
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop 500-2N-7D
Torrance CA 90501-2746

[REDACTED]
Norcross, GA [REDACTED]
[REDACTED]

Vin: JHMFA36248s [REDACTED]

Dear CSR:

I have written several times (since my new Honda Hybrid turned 3 ½) re the IMA battery. Honda's response has been to inform the dealers to place updates to the IMA battery which have been like doing a band aid over a problem. This sometimes temporarily increased performance of the IMA but never corrected the ill performance. Due to the stalling and not functioning fully my life and the life of passengers have been placed in danger.

It seems hot weather effects the IMA battery, but now that it is cooler there are still stalls going up a hill and turning left by the same Honda Hybrid.

During this past year and ½ has there not been newer technology to improve the performance of an under developed IMA battery?

Would someone please phone me? [REDACTED]

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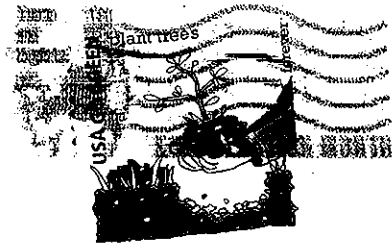


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