

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

SEP 18 2012

4

[REDACTED]  
Kernersville, NC [REDACTED]

CL-10477690-9382

June 23, 2012

American Honda Motor Company  
Honda Auto Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd  
Torrance CA 90501-2746

**Subject: Honda Civic Hybrid VIN # JHMFA36228S** [REDACTED]

This is my second letter to you concerning the poor performance of the Hybrid Battery on this vehicle I purchased new from Crown Honda since the software up-grade was performed by Crown Honda in Greensboro NC on 8/9/2010. As I stated in my previous letter to you on August 8, 2011; that since the software battery up-grade was performed the car is unresponsive to drive, especially when the A/C is running. On hot days the Hybrid Battery level falls to one bar; at that time there is no engine assist from the Hybrid system, and virtually no power. At that point it is very unsafe to drive, especially when merging into on-coming traffic.

It has become apparent that Honda Motor Company is not concerned with the safety and performance of this vehicle and the software battery up-grade was only to mask a defective battery pack in the first place; without replacing it fully under warranty. This is evident by current advertising of a new improved Hybrid Battery Pack on current Civic Hybrid models.

I am also advising Honda Motor Company by this letter that I am notifying the National Transportation Safety Board of the safety issues with this vehicle and request that they investigate these concerns.

[REDACTED]  
CC: National Transportation Safety Board

Crown Honda of Greensboro



**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

August 2010

**Product Update: New Software is Needed for Integrated Motor Assist (IMA) Battery**

Dear Civic Hybrid Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

**What is the problem?**

Your vehicle's integrated motor assist (IMA) battery may deteriorate and eventually fail before its normal usable life is reached. Frequent stop-and-go driving during warm weather speeds up the IMA battery deterioration. **To help prevent early IMA battery deterioration, a software update is needed for the IMA battery.**

**What should you do?**

**Contact any authorized Honda dealer to schedule an appointment.** If you need help locating your local dealer, go to [automobiles.honda.com](http://automobiles.honda.com) or call Honda Automobile Customer Service at 800-999-1009. **The dealer will update the IMA battery software, free of charge.** Please plan to leave your vehicle at the dealer for half a day to allow some flexibility in scheduling. If you cannot leave your vehicle for half a day, please contact the dealer to discuss other options.

After your vehicle is updated, you may notice one or more of the following changes to the IMA system. All of them are normal, and will greatly improve the life of the IMA battery:

- When the vehicle is in auto idle stop, the engine restarts sooner. It also now restarts with only two bars displayed on the IMA battery level gauge.
- Even with up to four bars displayed on the IMA battery level gauge, auto idle stop may not occur.
- To ensure there's plenty of power for engine starting and accelerating from a stop, the IMA system reserves more battery power. This reduces the IMA assist as the vehicle speed increases.
- The IMA battery level gauge more accurately indicates the battery's state-of-charge. You will also notice that the level bars stay in the middle of the gauge much longer.

**What to do if you feel this notice is in error**

Our records show that you are the current owner or lessee of a 2006, 2007, or 2008 Civic Hybrid involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid information Change Card. We will then update our records.

**This product update ends on July 30, 2013.** After that, any applicable warranty would apply.

We apologize for any inconvenience this product update may cause you. Our goal is to ensure that your vehicle continues to be as reliable and enjoyable as possible.

Sincerely,

**American Honda Motor Co., Inc.**  
**Honda Automobile Division**

# CROWN HONDA GREENSBORO

3633 West Wendover Ave  
Greensboro, NC 27407  
(336)854-9900  
www.crownauto.com

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 9:00 p.m. Mon - Thurs  
7:30 a.m. to 6:00 p.m. Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/09/10	6115201/1
R/O Close Date	Status
8/09/10	Pre-Invoice
Mileage In	Mileage Out
8501	8501
Service Advisor / Tag #	
BLAINE STEWART/5542*W*	
Vehicle Identification Number	
JHMFA36228S	
Delivery Date	In-Service Date
4/24/08	4/24/08
Color	License Number
SI	

KERNERSVILLE, NC			Work Phone	Vehicle Identification Number	
			Home Phone	JHMFA36228S	
Year	Make	Model	Body	Color	License Number
2008	HONDA	CIVIC	4DR SDN	SI	
14345					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 20G: CUSTOMER STATES PRODUCT UPDATE 10-034 CIVIC HYBRID REFLASH NO WASH NO WASH Corrected by1255B2: (5KC00) (R42 UPDATE THE PGM-FI SOFTWARE Work performed by 266 ARTHURS, DANIEL (266) Corrected by1255A2: ECM/PCM - REPROGRAM. S/B# 05-019 S/B# 05-037 S/B#07 -017 Work performed by 266 ARTHURS, DANIEL (266) Corrected by1255A2: ECM/PCM - REPROGRAM. S/B# 05-019 S/B# 05-037 S/B#07 -017 Work performed by 266 ARTHURS, DANIEL (266) Corrected by1255A2: ECM/PCM - REPROGRAM. S/B# 05-019 S/B# 05-037 S/B#07 -017 Work performed by 266 ARTHURS, DANIEL (266) Corrected by1255A2: ECM/PCM - REPROGRAM. S/B# 05-019 S/B# 05-037 S/B#07 -017 Work performed by 266 ARTHURS, DANIEL (266) Corrected by1255A2: ECM/PCM - REPROGRAM. S/B# 05-019 S/B# 05-037 S/B#07 -017 Work performed by 266 ARTHURS, DANIEL (266) 1255B2 .3HRS PGMFI UPDATE 1255B2A .3HRS IMA UPDATE 1255B2B .3HRS A/T UPDATE 1255B2C .1 START CLUTCH LEARN 1255B2D .1HRS CKP LEARNING 1255B2E .1HRS PCM IDLE LEARNING	Warranty Warranty Warranty Warranty Warranty Warranty Warranty

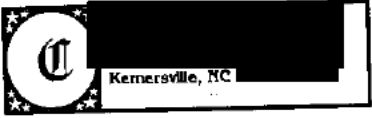
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



GREENSBORO, NC 274  
PIEDMONT TRIAD AREA  
25 JUN 2012 PM 7 L



2012 JUL -2 AM 10: 33

RECEIVED  
AT NTSBHQ MAIL ROOM

HS

NTSB

490 L'Enfant Plaza SW  
Washington DC 20594

20594

