

NVS-200

CL-10486803-9004

NOV 21 2012

Stratford, Connecticut  
November 14, 2012

EXECUTIVE SECRETARIAT

2012 NOV 19 P 4: 57

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, D.C. 20590

RECEIVED - NHTSA

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

Dear NHTSA Administrator,

Enclosed is a letter which I sent to American Honda Motor Co., Inc. regarding an "important safety recall" for "a potential failure of the power window master switch"...(and) The possibility of fire is a potential safety risk".

My experience with the "authorized Honda dealer recall-repair" related in the letter is less than adequate and, in my opinion, more hazardous for water leaking into the wires of the switch causing a short-circuit and potential fire risk.

Please review the details of this Honda recall-repair and demand that American Honda Motor Co. revise this repair procedure in order that Honda will guarantee the prevention of fire safety risk. Packing the switch housing with insulation to minimize overheating and then stuffing the switch into the housing so that it unseals and bulges out is perilous and unsafe!

Sincerely,

[Redacted signature block]

HC  
11.23.12  
AMD

[REDACTED]  
Stratford, Connecticut [REDACTED]  
November 14, 2012

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

Dear Honda Motor Co. Representative,

On November 9, 2012 I received from American Honda Motor Co., Inc. an "important safety recall notice" regarding a "potential failure of the power window master switch which may cause the switch to heat up, resulting in the switch melting, failing to work, producing smoke or burning...(and) the possibility of fire is a potential safety risk." The Honda notice also stated that "The repair process may take anywhere from between 18 minutes to 48 minutes..."

I immediately called the local "Honda authorized" dealership service center at Curtiss-Ryan Honda in Shelton, CT and scheduled an appointment for this recall service of my 2004 CR-V on November 13, 2012. The Honda service representative suggested at the same time also to include a "110,000 mile Honda recommended maintenance".

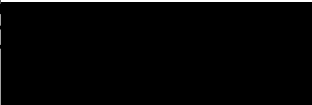
My 2004 CR-V was in the Honda garage for 9.5 hours! At 4:50PM I was informed that my car "is done". When I picked up my car at 5:15PM it was after dark so I did not notice until sunlight of the next morning (November 14<sup>th</sup> AM) that **my power window master switch unit was loose, not seated/sealed properly, and was elevated out of its normal housing by 3/8 inch! It was not sealed within the door housing as securely as before the recall service!** I returned my CR-V this morning to repair the recall-repair, but **the switch still appears improperly seated/sealed and bulges up from the door housing!**

The service manager stated that the recall "required that the power master switch "box"/"skirt"/"sleeve" be "stuffed with insulation" and then the power master switch unit needed to be forced back into the "box"/"skirt"/"sleeve" "to prevent water from leaking in". He also stated that the reason for the recall was "because water from rain or fluids could cause the wires of the power master switch unit to short-circuit" potentially "causing a fire". He further stated that the power master switch unit "would not fit as it did before" the recall repair!

Stuffing the power master switch unit housing with insulation and forcing it back into position so that it is **NOT SEATED NOR SEALED** as securely as it was before the recall service is **NOT SAFE!** The switch unit is **now MORE prone to water exposure, short-circuit, and fire!** American Honda Motor Co. **should have replaced the entire power master switch insulated in its "box" as a single waterproof-sealed unit!** This is a shoddy, improper, and hazardous repair!

I'm a senior citizen who survives on Social Security and Medicare. My car is essential for medical care transportation. I've been happy with my Honda CR-V, and hoped to keep this vehicle for another 110,000 miles! since I have faithfully serviced my CR-V at a Honda "authorized" dealership service center every 10,000 miles. But I do not feel secure with your ill-considered recall-repair and believe that American Honda Motor Co. and its chief executive officers should be held liable for any fire damage and/or morbidity/mortality resulting from this shoddy, quick-fix repair.

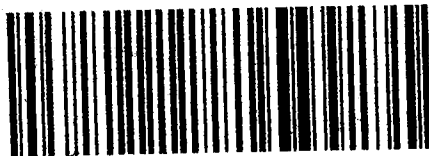
Sincerely,  
[REDACTED]



STRATFORD, CT



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ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE., SE  
WASHINGTON, DC 20590 W40-304

**RETURN RECEIPT  
REQUESTED**

