



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

May 22, 2013

[REDACTED]
New Providence, NJ [REDACTED]

NVS-216 et
Ref. No. 10489046

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Honda Accord vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have the authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You and your wife purchased a MY 2012 Honda Accord in September 2012, and immediately observed a vibration at various speeds. Your local dealership has made multiple attempts to remedy the problem by balancing, aligning and replacing tires and wheels, but your vehicle continues to vibrate at highway speeds. In addition, a Honda Field Engineer could not reduce the vibration to your satisfaction. Honda told you there was nothing more they could do and denied you any compensation. You feel abandoned by Honda and request assistance in resolving this problem.

We have reviewed our database to identify whether a safety defect trend exists with regard to the suspension, tires, and wheels causing a vibration problem in MY 2012 Honda Accord vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm for your information.

Your request for assistance and compensation regarding the repair of your vehicle does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the New Jersey Office of the Attorney General regarding your problem and rights under the State lemon law. You may also ask your dealer for a meeting with a Honda district manager to discuss your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over warranty matters. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement