

JAN - 3 2013

[Redacted]

Avon, IN [Redacted]

December 24, 2012

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

EXECUTIVE SECRETARIAT

2013 JAN -2 A ID: 21

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

Regarding: 2004 Honda CRV VIN:JHLRD78814C [Redacted]

Dear Administrator:

I recently received two safety recall notices in the mail from Honda Motor Company. Recall 12V-136 addresses the low beam headlight circuit which quite honestly did not overly concern me. When I received recall 10-039 regarding the driver's airbag inflator "possibly causing injury or death to vehicle occupants", I felt the need to immediately contact my local Honda dealer since my wife and children are the primary occupants of this vehicle. I contacted Terri Lee Honda in Avon Indiana and spoke with a service advisor who politely scheduled me in for the inspection and possible replacement of my airbag inflator as well as the replacement of my low beam terminals and possibly the lighting combination switch.

I dropped the vehicle off Saturday 12/22, the service advisor checked my vehicle in and before I had the chance to leave he sought me out to tell me my vehicle is no longer under warranty and has not been since 2009. He went on to tell me Terri Lee could not perform the work needed at no charge. I questioned why Honda would contact me for this recall, let me schedule an appointment and then turn me away. The service rep contacted his manager who approved the airbag recall and said they would absorb the cost since Honda would not.

I know the reason Honda doesn't want to fulfill its obligation to me and the NHTSA is because the vehicle was involved in a collision in 2009. I purchased the vehicle in 2010 with very light front end damage. I was able to repair damage without the need of replacing or repainting the hood and fenders. The only reason the vehicle was totaled was because the airbags had deployed. The bags, seat belts and control unit were replaced with OEM Honda parts. I am an ASE certified master technician and repaired the vehicle back to OEM specifications. I am confident enough in both your vehicles and my work to place my wife of 22 years and my two children in the car for daily commutes and after school activities.

I am not asking Honda to extend my warranty on prematurely worn items, I am asking them to replace the parts they know to have defects and have issued recalls on either voluntarily or through mandatory recalls to satisfy National Highway Traffic Safety Administration requests.

Terri Lee Honda has taken care of the airbag campaign, NHTSA-11V-260 but the vehicle still needs the headlight campaign, NHTSA-12V-136 completed. I need Honda to reimburse Terri Lee Honda for the airbag campaign and allow me to take my CRV back to them to get the headlight campaign and any future campaigns satisfied.

Sincerely,

[Redacted Signature]

2004 Honda CRV owner

Enclosure; Honda letter, recall 12V-136, recall 11V-260, Terri Lee Service order and ASE certification

CC: Honda USA, Terri Lee Honda

MC
010313
Tfw

[REDACTED]
Avon, IN [REDACTED]
[REDACTED]

December 22, 2012

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

Regarding; 2004 Honda CRV VIN:JHLRD78814C [REDACTED]

Dear Customer Service Rep:

I recently received two safety recall notices in the mail from Honda Motor Company. Recall 12V-136 addresses the low beam headlight circuit which quite honestly did not overly concern me. When I received recall 10-039 regarding the driver's airbag inflator "possibly causing injury or death to vehicle occupants", I felt the need to immediately contact my local Honda dealer since my wife and children are the primary occupants of this vehicle. I contacted Terri Lee Honda in Avon Indiana and spoke with a service advisor who politely scheduled me in for the inspection and possible replacement of my airbag inflator as well as the replacement of my low beam terminals and possibly the lighting combination switch.

I dropped the vehicle off Saturday 12/22, the service advisor checked my vehicle in and before I had the chance to leave he sought me out to tell me my vehicle is no longer under warranty and has not been since 2009. He went on to tell me Terri Lee could not perform the work needed at no charge. I questioned why Honda would contact me for this recall, let me schedule an appointment and then turn me away. The service rep contacted his manager who approved the airbag recall and said they would absorb the cost since Honda would not.

I know the reason Honda doesn't want to fulfill its obligation to me and the NHTSA is because the vehicle was involved in a collision in 2009. I purchased the vehicle in 2010 with very light front end damage. I was able to repair damage without the need of replacing or repainting the hood and fenders. The only reason the vehicle was totaled was because the airbags had deployed. The bags, seat belts and control unit were replaced with OEM Honda parts. I am an ASE certified master technician and repaired the vehicle back to OEM specifications. I am confident enough in both your vehicles and my work to place my wife of 22 years and my two children in the car for daily commutes and after school activities.

I am not asking Honda to extend my warranty on prematurely worn items, I am asking them to replace the parts they know to have defects and have issued recalls on either voluntarily or through mandatory recalls to satisfy National Highway Traffic Safety Administration requests.

Terri Lee Honda has taken care of the airbag campaign, NHTSA-11V-260 but the vehicle still needs the headlight campaign, NHTSA-12V-136 completed. I need Honda to reimburse Terri Lee Honda for the airbag campaign and allow me to take my CRV back to them to get the headlight campaign and any future campaigns satisfied.

Sincerely,

[REDACTED]
2004 Honda CRV owner

Enclosure; NHTSA letter, recall 12V-136, recall 11V-260, Terri Lee Service order and ASE certification

CC: NHTSA, Terri Lee Honda



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

April 2012

NHTSA Recall 12V-136

IMPORTANT SAFETY RECALL NOTICE

Dear CR-V Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2002-2004 model year CR-V vehicles. There is a potential failure with the wiring of the low beam headlights which may cause the low beam headlights to fail. A loss of the low beam headlights will increase the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired **at no cost to you**. The dealer will replace the low beam terminal and if necessary the combination lighting switch. The complete process may take approximately 36 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

What if you already had your vehicle repaired for this issue.

If you previously paid to have the headlight switch replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign #S34 / Service Bulletin #12-023



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

VEHICLE IDENTIFICATION NUMBER JHLRD78814C [REDACTED] R54



Avon, IN [REDACTED]

*Saturday
 2004 CRV
 8:00A
 8:05A
 Saturday*

November 2012
 RE: CRV
 NHTSA-11V-260

IMPORTANT

- Your vehicle is included in a safety recall and should receive the recall service as soon as possible.
- Any authorized Honda dealer will perform the recall service at no charge to you.

Dear Honda Owner:

Our records indicate that an important SAFETY RECALL has not been completed on this vehicle. Your vehicle is included in this recall because there is a possibility the driver's airbag inflator could produce excessive internal pressure. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture. Metal fragments could pass through the airbag fabric possibly causing injury or death to vehicle occupants.

Please immediately contact any authorized Honda dealer to schedule a service appointment. The dealer will inspect your vehicle and, if necessary, replace the driver's airbag inflator. If you need assistance locating a dealer, contact American Honda's customer service group at 800-999-1009 and select option 4. You may also find this information at www.Hondacars.com.

We apologize for any inconvenience this safety recall may cause you. We are taking this action in the interest of your safety and continued satisfaction with your Honda vehicle.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

NOTICE: If this is a leased vehicle, please forward this notice to the lessee.

FOR DEALER USE ONLY: REFERENCE SVC BULLETIN #10-039

R54

Terry Lee

8693 E. US Highway 36
 AVON, INDIANA 46123
 Phone 317-272-1000
 www.terryleehonda.com

AVON



0101IHOC67180

CUSTOMER NO. 8062	ADVISOR SCOTT M GOODSON	268	TAG NO. 3848	INVOICE DATE 12/22/12	INVOICE NO. HOC67180
	LABOR RATE	LICENSE NO.	MILEAGE 110,208	COLOR	STOCK NO.
AVON, IN	YEAR/MAKE/MODEL 04/HONDA/CR-V/5DR 4WD EX AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. JHLRD78814C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/22/12		
COMMENTS			MO: 110208		

JOB# 1 CHARGES

LABOR

10-039 DRIVERS AIR BAG INFLATOR
 LO 752SA5
 DEF 5US00
 TECH COMPLETED AIRBAG INSPECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	2	90134-S04-A81	BOLT, HEX 0000000			0.00
TOTAL - PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOC67 JOB# 1 TOTAL 0.00

TOTALS

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

LIMITED WARRANTY:
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

THANK YOU FOR YOUR BUSINESS!!

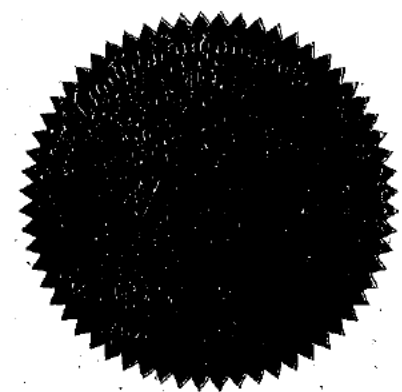
CUSTOMER SIGNATURE





National Institute for
**AUTOMOTIVE
SERVICE
EXCELLENCE**

Be it known that



has successfully passed the examinations and met the work experience requirement prescribed by the National Institute for Automotive Service Excellence and is hereby **ASE CERTIFIED** in the service areas listed below.

MASTER MEDIUM/HEAVY TRUCK TECHNICIAN

AREAS OF DEMONSTRATED ACHIEVEMENT
GASOLINE ENGINES

EXPIRES
JUNE 30, 2016

DIESEL ENGINES

JUNE 30, 2016

DRIVE TRAIN

JUNE 30, 2016

BRAKES

JUNE 30, 2016

SUSPENSION AND STEERING

JUNE 30, 2016

ELECTRICAL/ELECTRONIC SYSTEMS

JUNE 30, 2016

HEATING, VENTILATION, AND A/C

JUNE 30, 2016

PREVENTIVE MAINTENANCE AND INSPECTION

JUNE 30, 2016

.. .. .

GIVEN THIS 30TH DAY OF JUNE 2011, AT LEESBURG, VIRGINIA

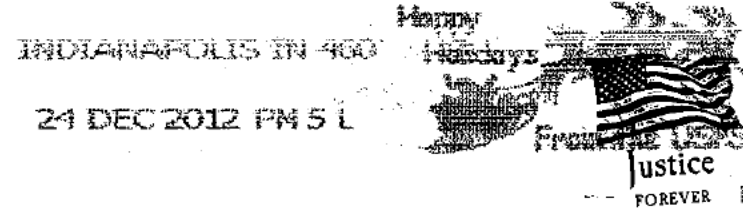
ASE-1355-4450

ASE IDENTIFICATION NUMBER

TIMOTHY A. ZINKE, President



Avon, IN



**Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590**

20590

