

CL-10509043-5089

APR 16 2013

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

April 7, 2013

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 10590

Re: Honda – VIN #5FNRL5H63CB [REDACTED] S75

Gentlemen:

We have experienced a problem with our 2012 Honda, which we purchased in November of 2012. We love the car, but have experienced a problem with the acceleration. We have had the vehicle back to the dealer with this complaint 3 times and they have not been able to detect the problem.

When I slow down the vehicle or let off the gas, then I go to accelerate, the engine acts like its shutting off and then all of a sudden it jets forward. This has happened to us several times on our trip to Myrtle Beach and to Florida, which we recently returned from. This also happens when letting off the gas to turn a corner, and then when you accelerate, the car acts like its stalling and then all of a sudden lurches forward. This has been really scary, as we have almost been hit from the back or hit someone by this happening. We have our grandchildren in the vehicle quite often and we just don't feel safe driving this vehicle with this happening so frequently.

We would appreciate hearing from you as to how this can be remedied. Thank you for your consideration.

Sincerely,

[REDACTED]

Flushing, Michigan [REDACTED]
[REDACTED] (home)

Cc: American Honda Motor Company, Inc., Customer Service
Honda of Grand Blanc, Customer Service

NM
41613
SMD

HONDA OF GRAND BLANC
A MEMBER OF THE AL SERRA TEAM



G-10825 SOUTH SAGINAW STREET GRAND BLANC, MI 48439
PHONE (810) 695-3390 (800) 525-3390 FAX (810) 694-4511
WEB SITE: WWW.HONDA-GRANDBLANC.COM

STATE REGISTRATION F 128612

CUSTOMER NO. 388375	ADVISOR CHAD VANDERPOOL	TAG NO. 5 366	INVOICE DATE 04/01/13	INVOICE NO. HOCS817705
	LABOR RATE	LICENSE NO.	COLOR CRYSTAL BLK	STOCK NO. H12780
			DELIVERY DATE 10/19/12	DELIVERY MILES 15
YEAR / MAKE / MODEL 12/HONDA/ODYSSEY/5 DR EX-L NAVI	VEHICLE I.D. NO. 5 EN R L 5 H 6 3 C B		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R. O. DATE 04/01/13	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OUT	

JOB# 1 CHARGES-----
LABOR-----
1 48HOZ13-008 AIRBAG RIVETS TECH(S):68 WARRANTY
SAFETY RECALL: DRIVER'S AIRBAG MISSING RIVETS
PER SERVICE BULLETIN #13-008
INSPECTION ONLY
INSPECTED THE DRIVER'S AIRBAG MODULE
ALL SIX RIVETS FOUND, AIRBAG OK
(.2) 13-008A

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
2 10HOZ DRIVEABILITY TECH(S):55 WARRANTY
CUSTOMER STATES CAR NOT ACCELERATING PROPERLY, HAS A DELAY
ON ACCELERATION.
UNABLE TO VERIFY CONCERN: CAR OPERATING AS DESIGNED ON TEST
DRIVE WITH CUSTOMER.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
3 37HOZMP1 MULTI POINT INSPECT TECH(S):5 0.00
MULTI POINT SAFETY INSPECTION
COMPLETED MULTI POINT SAFETY INSPECTION
FLUIDS GOOD.

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX HOCS JOB# 3 TOTAL 0.00

COMMENTS-----
WAIT

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
\$.
OTHER AMOUNT	RELEASES
\$.

SIGNATURES

TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint HONDA OF GRAND BLANC my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

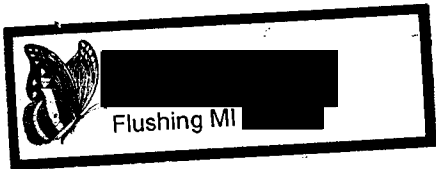
Signed _____
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

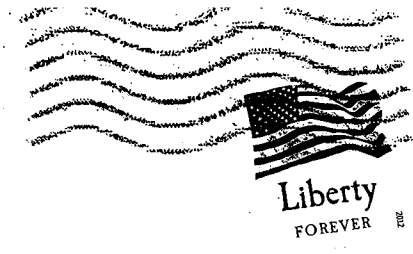
X

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 PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

Reynolds and Reynolds ERAZRNVE CC212127 Q (07/05)



METROPLEX MI 480
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**Administrator
National highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590**

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