

April 29, 2013

CL-10511099-2539

MAY - 9 2013

Charlotte, NC

To,

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

AND

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

**Subject:** Honda Accord 2012 Gas tank rattle noise complaint

**VIN:** 1HGCP2F62CA [REDACTED]

Subsequent to the below communication which was received at American Honda Motor Co, I would like to notify the crux of the communication, since American Honda Motor Co., does not provide written copy of the correspondence.

It is understood that the dealer, Hendrick Honda of Charlotte, will communicate on the questions posed (as mentioned below).

1. The problem identified was a vehicle damaging problem?
2. Was the problem identified has any possibility of life threatening situation?
3. What was the exact solution given by Hendrick Honda technician?

Please note that without written communication on the questions above, the case remains open and will be pursued further. It is also not understood why a manufacturing fault be analyzed by a car dealer.

It is confusing on why American Honda Motor Co., avoids written communication. Despite repeated requests, a written correspondence was denied by the representative of American Honda Motor Co.

Thank you.

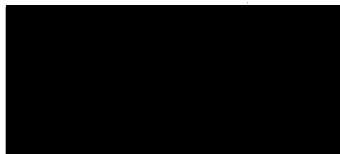
**Previous communication date: April 18, 2013**

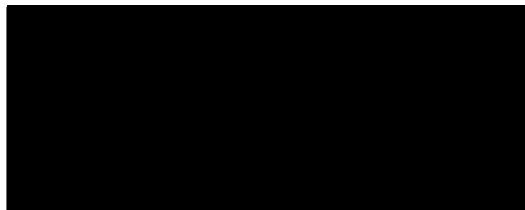
I am the owner of the above mentioned VIN vehicle purchased at Hendrick Honda of Charlotte at North Carolina. I am the sole owner of the vehicle. The vehicle was purchased new on Aug 14' 2012. Enclosed communication with service personnel shows my request towards detailed analysis of the manufacturing fault identified in the vehicle. I was also informed that another vehicle of same 2012 year model had same complaint. I need a Honda North America's analysis and solution for the problem observed. I have also enclosed the service records for your review.

Looking forward your feedback at the earliest. Since Honda does not give their customers an email ID where we can share electronic communication, I have to resort to a paper mail. Also, telephone conversations needs to be audio taped at both the parties to be a fair and trustworthy mode of communication.

Preference of communication would be email at 

Thanking you,

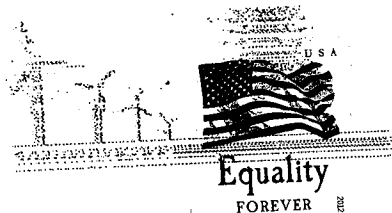




charlotte, NC

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