

April 18, 2013

CL-10511099-4157

APR 29 2013

[REDACTED]
Charlotte, NC [REDACTED]

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 2013 Gas tank rattle noise complaint

VIN: 1HGCP2F62CA [REDACTED]

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 [REDACTED]

Thanking you,
[REDACTED]

ET
5313
SMD

From: [REDACTED]
Date: April 10, 2013, 8:54:58 PM EDT
To: "Curran, Chris" <Chris.Curran@hendrickauto.com>
Subject: Re: Service appointment

Hi Chris,

Thanks for your feedback. I would like to collect a copy of work order where I have made comments in writing. I do understand your process however I have suffered a problem with the car which is a Honda manufacturing defect. Honda should acknowledge this and whether it is only 1 car or 1000 cars, it is a defect. The car is under 100% warranty and I expect a permanent solution from Honda.

Few questions:

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?

Hope to see you on Saturday.

Thanks,
[REDACTED]

On Mon, Apr 8, 2013 at 5:38 PM, Curran, Chris <Chris.Curran@hendrickauto.com> wrote:
[REDACTED]

Well I'm glad they figured it out for you. Honda will see the invoice and can read what we found...they do it all the time. No need to contact them though, they have a "Techline" available to dealership technicians, and this is the kind of thing they deal with. In order for them to publish an actual service bulletin there would have to be a lot of cars with this complaint. They do call us frequently for help as well because we do service so many vehicles. Let me know if you have any questions.

Chris Curran

704-552-3383

Hendrick Honda Service Consultant

8901 South Blvd

Charlotte, NC 28273

chris.curran@hendrickauto.com

From: [REDACTED]
Sent: Monday, April 08, 2013 7:16 AM

To: Curran, Chris
Subject: Re: Service appointment

Hi Chris,

I have visited the showroom on Saturday. There was a problem and it was attended. It was also understood from Tommy that the same problem was observed in one more 2012 Accord. The problem was a panel just above gas tank. I consider this as a manufacturer fault. I was told that a report will be sent to Honda North America. I will be pursuing this subject with Honda North America as well. I hope to get a further communication from Hendrick Honda on this problem.

Thank you,

[REDACTED]

On Fri, Apr 5, 2013 at 6:51 AM, [REDACTED] wrote:

Hey Chris,

Okay with me. Thanks

On Fri, Apr 5, 2013 at 6:47 AM, Curran, Chris <Chris.Curran@hendrickauto.com> wrote:

[REDACTED]

I won't be here this Saturday, but if you still want to make an appointment I will set it up for 2pm. You will probably need to take a ride with the other Shop Foreman, Gary. I will set it up with Tommy Vickery as your Service Advisor. He takes care of my customers when I am off. Let me know if that is a problem. Thanks.

Chris Curran

704-552-3383

Hendrick Honda Service Consultant

8901 South Blvd

Charlotte, NC 28273

chris.curran@hendrickauto.com

From: [REDACTED]
Sent: Thursday, April 04, 2013 8:19 PM

To: Curran, Chris
Subject: Re: Service appointment

Hi Chris,

As I mentioned last Saturday, that sound is sometimes very loud while stopped at red light. I need to make a proper appointment with ticket. Please schedule me this Saturday around 2 PM.

Thanks,

[REDACTED]

On Wed, Jan 16, 2013 at 3:01 PM, Curran, Chris <Chris.Curran@hendrickauto.com> wrote:

Hey [REDACTED]

That sounds a little unusual. Not real sure what to make of that one, but I'll take a look at it. I'll be here this Saturday, so come in and see me.

Chris Curran

704-552-3383

Hendrick Honda Service Consultant

8901 South Blvd

Charlotte, NC 28273

www.HendrickHonda.com

From: [REDACTED]
Sent: Wednesday, January 16, 2013 10:40 AM

To: Curran, Chris
Subject: Re: Service appointment

Hi Chris,

I had came for the first servicing on Jan 12th. Oil change and tire rotation was done as per service order.

For last couple of days I am noticing a vibration sound on the left-back side when car is in 'D' and break is applied firmly.

This is when car has run 10 miles and not at the starting of the day which is unusual. I will have to bring in car in Saturday to remove all sort of

doubts. The car has not completed a year and is in warranty period.

Thanks,

[REDACTED]

from my iPhone

On Jan 8, 2013, at 6:59 AM, "Curran, Chris" <Chris.Curran@HendrickAuto.com> wrote:

Have it set for 10:30am on Saturday the 12th. Thanks [REDACTED] talk to you soon.

Chris

From: [REDACTED]
Sent: Monday, January 07, 2013 8:16 PM
To: Curran, Chris
Subject: Re: Service appointment

Hi Chris,

How about 10:30 AM? Please let me know.

Thanks,

[REDACTED]

On Mon, Jan 7, 2013 at 5:24 PM, Curran, Chris <Chris.Curran@hendrickauto.com> wrote:

Hey [REDACTED]

What time would you like me to set your appointment? Any time will be fine. I won't be in this weekend, but I will put it in Tommy Vickery's name. He sits right behind me and will take good care of you.

Thanks,

Chris

From: [REDACTED]
Sent: Monday, January 07, 2013 1:50 PM
To: Curran, Chris
Subject: Service appointment

Hi Chris,

My Honda accord is due for free oil change and servicing as per the sticker on the car. It has odometer reading as 4800. I would like to schedule it on Saturday (Jan 12th). Please let me know what time I should arrive.

Thanks,

[REDACTED]



Maintain the Quality[™]
with Genuine Honda Parts



8901 SOUTH BLVD., CHARLOTTE, NC 28273
(704) 552-2090
SERVICE (704) 552-2639 • FAX (704) 552-3461

Hendrick
MANAGEMENT CORPORATION

CUSTOMER NO. 257854	ADVISOR TOMMY VICKERY	TAG NO. 270 T207	INVOICE DATE 04/06/13	CELL# [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 6,994	COLOR SILVER/BLAC
[REDACTED]	YEAR / MAKE / MODEL 12 / HONDA / ACCORD / 4D SE AT	DELIVERY DATE 08/13/12	STOCK NO. HCCS7787	DELIVERY MILES 8626
CHARLOTTE, NC [REDACTED]	VEHICLE I.D. NO. 1 H G C P 2 F 6 2 C A	SELLING DEALER NO. 100	PRODUCTION DATE 7	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 04/06/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# K2422-5088129		MO: 6999

JOB# 1 CHARGES-----

LABOR-----

JOB# 1 37MOZKSI RATTLES TECH(S) 154 WARRANTY

CUSTOMER STATES: RATTLE NOISE WHEN COMING TO STOP AT TRAFFIC LIGHT FROM REAR SEAT AREA. ADVISE TEST DROVE. HEARD NOISE. FOUND GAS TANK RUBBING ON BODY CAUSING NOISE AT IDLE. LO-310099(1.4), DC 06201 LOWERED GAS TANK, INSULATED TANK AND ADJUSTED STRAPS TO FIT BETTER. TEST DROVE. HEARD NO NOISE AFTER REPAIR.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX HCCS JOB# 1 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----

NEEDS TO RIDE WITH SHOP FOREMAN

TOTALS-----

Service Appointment request are available via the internet at www.hendrickhonda.com

YOUR SIGNATURE BELOW ACKNOWLEDGES YOUR REPAIR ORDER HAS BEEN EXPLAINED TO YOUR SATISFACTION.

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER _____ SERVICE ADVISOR _____

IF YOUR EXPECTATIONS HAVE NOT BEEN MET OR "EXCEEDED" WOULD YOU LIKE FOR OUR SERVICE MANAGER OR CUSTOMER RELATIONS MANAGER TO CONTACT YOU ?

CUSTOMER SIGNATURE

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

The Reynolds and Reynolds Company, E23111E CC200828 Q (10/12)

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 04:53pm

<http://www.hendrickhonda.com>

Hendrick
COLLISION CENTER
SOUTH

We repair all Makes and Models

8901 South Blvd.
Charlotte, NC 28273

704-552-3480

Located behind
Hendrick Honda Service

HENDRICK HONDA

R.O. / Invoice No.
HCCS7787

CC-1

HENDRICK HONDA



Thanks from Tommy Vickery,
your friendly Service Advisor

(866) 407-3862

Tommy.Vickery@HendrickAuto.com

Hope your experience today
has been positive. Please
take a moment to post your
comments on Google
by following these simple steps.

- Go to www.google.com
- Search Hendrick Honda Charlotte
- Select review prompt
- Sign in
- Add review and rating

Thank you!

HENDRICK HONDA

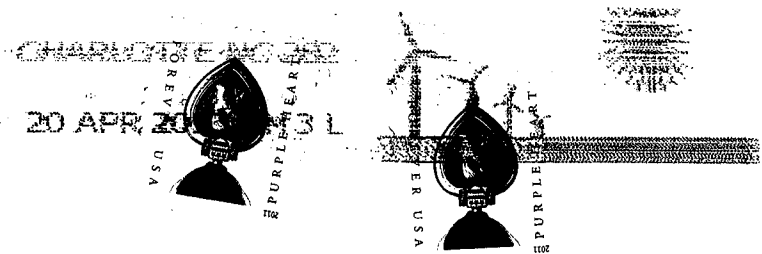
R.O. / Invoice No.
HCCS7787

J-1

CC-3



Charlotte, NC



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

20590

