

May 13, 2013

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CL-10511099-5328



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]  
**File No:** N012013-04-22-1471

In response to the letter received from "Andrea O." at Honda Automobile Division (letter enclosed), I would like to share the following.

1. I do appreciate phone calls from Honda Automobile Division (American Honda Motor Company). However a written communication to previous queries is expected. Interestingly enough there is no email communication facility with HONDA. Phone calls are not evidence in the event of damage or vehicle failure. Kindly communicate via written letter or an email (which had been shared earlier).
2. HONDA is a world renowned brand with good resources. As a consumer I am having hard time to understand why HONDA is avoiding any communication towards questions asked earlier. The problem has been accepted and noted with another vehicle as well. This whole situation, leads me to believe that there is something deeper to the problem which is not shared with me. Please correct my thought process through technical analysis of the problem (e.g: FMEA) and the solution provided.

I am looking forward to a written reply with technical analysis.  
Thank you.

ET  
52413  
SMD

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**Previous communication date: April 29, 2013.**

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.

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**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 [REDACTED]

Thanking you,  
[REDACTED]





May 6, 2013

[REDACTED]  
Charlotte, NC [REDACTED]

Dear [REDACTED]

American Honda Motor Co., Inc. (AHM) is responding to the letter you sent regarding the concerns with the noise from the gas tank your 2012 Honda Accord Hybrid, VIN 1HGCP2F62CA [REDACTED]

AHM would like an opportunity to discuss your concerns over the phone, since we would like to do our best to assist you.

My phone number is 1-800-999-1009, Ext 117754, and I am available Monday through Friday between the hours of 6:00 a.m. and 2:30 p.m. Pacific Standard Time.

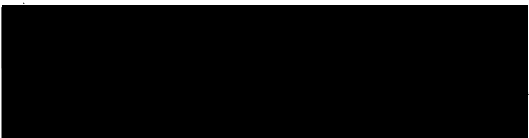
I appreciate the opportunity to respond to your concerns and hope to hear from you soon.

Sincerely,  
American Honda Motor Co., Inc.

A handwritten signature in black ink, appearing to read 'Andrea O.', written in a cursive style.

Andrea O.  
Automobile Customer Service  
File No. N012013-04-2201471

Honda Automobile Division



Charlotte, NC



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