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SEP 11 2013

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

*This is a cc
of a letter to
Honda America*

[REDACTED]
Clayton, CA [REDACTED]
[REDACTED]

Tetsuo Iwamura COO
American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
September 01, 2013

Dear Mr. Iwamura,

I am writing to you as there is no one else who has the power to help me with my new Accord. I have now had my new 2013 Accord EX-L for 4 months and put more than 20,000 miles on it. It is my fifth Honda since 1977 and my third new one. I bought my 1998 Accord EX new in 1998 and in April of this year traded it in with 307,525 miles on the clock. The 2013 Accord works really well and gets even better gas mileage than my old 1998 Accord (31mpg hwy). There is more power and I like the layout of the instruments and controls. I love the electrically power assisted steering. There is lots of leg room and a nice open feeling inside.

There is, however, one thing I want to bring to your attention. All the previous Hondas I owned, whether new or used, were very comfortable to drive for extended periods of time. Several times I drove my '98 Accord across country sometimes doing 1000 miles in a day. The seats were extremely comfortable. The 2013 Accord seats are the most uncomfortable I have ever sat in. They appear to be designed for someone whose back is curved like the letter "C" with their chin down on their chest. I am a normal 5'10", 150 lb male who does a lot of driving for my work using my own car.

The seat has no support for the middle back. Only the hip area and the shoulder blades are supported with a gap existing at the middle back. The head rest is canted forward so far as to continuously push the head forward so the chin is down toward the chest. The only way to change this is to have pads put in to support the middle back at a cost of \$300. The head rests can be fixed (bent back) for \$275 each. This is a very disappointing and unpleasant discovery for me after paying out a lot of money for what I expected to be a car as fantastic as all the previous ones I have owned. I had to have the seats modified and the headrests removed as they are a liability due to the discomfort and subsequent distraction from driving with my head forced forward.

ET
9/12/13
SMD

I might add that adjusting the seats is not a solution as nothing changes the curvature of the seat back and nothing changes the angle at which the headrest is canted forward relative to the seat back. The driver's side adjustable lumbar support is at the level of the hips, too low to do any good and not where it should be as it was on the 98 Accord.

I researched the seat issue online and find that there are many, many complaints exactly as mine as well as my local dealership admitting they are getting complaints and having their own employees complaining about their Honda's seats.

What can Honda do for me to keep me a happy Honda owner and to keep me extoling the benefits of owning a Honda? Right now all I can tell people is that the seats are extremely uncomfortable for anyone going further than the corner store. From a safety point the seats are a liability. Uncomfortable drivers make for distracted drivers.

Best regards,

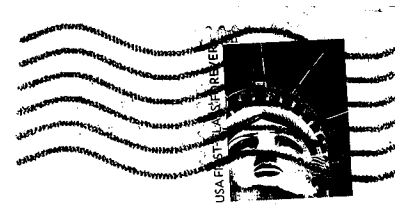
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CC: NHTSA, Consumer Reports, National Motorists Association

Clayton, CA

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