

From: [REDACTED]
To: [PortableSafetyComplaint \(NHTSA\)](#)
Subject: Re: Reminder to Complete Your Portable Form
Date: Friday, January 10, 2014 4:08:13 PM

Contacted your office January 10, 2014 and was told that you couldn't help me. The problem concerned a safety issue that hasn't happened yet.

January 10, 2014

I am the owner of a 2012 Honda Accord with a V6-cylinder engine. The vehicle is still under warranty (27697) miles, two years old). I have been informed and supposedly a federal court authorized a notice regarding this problem. I took the vehicle to the Honda dealership that I bought it from and they checked the VIN number and said my car was included in the notice. They told me that nothing could be done until I had the engine misfire. I asked them what the likelihood was of a misfire and they said they didn't know but had already had four of them in service. I plan on taking several lengthy trips. I was informed if the engine misfires I should take it to a local dealer. I was told if I was traveling out west I may have a problem locating a dealership. I have read that if the engine misfires it may not start. I am a Senior citizen and it causes me anxiety now to drive the car a long distance. If the car misfires at night or in a local where there is no Honda dealer that is a real problem for a car still under warranty. Please advise me what to do. This just doesn't seem fair.

I was contacted by a representative from Honda today and yesterday. She said there is nothing they can do until I actually have a problem with the vehicle. In other words I have to wait until the engine misfires which may disable the car from starting and could be a safety issue. My Vin number is one of the series of cars apparently that have misfired. The dealership already had four in service. It really seems to be an unreasonable solution to the problem. Apparently Honda does not consider this a safety issue. I live in Ohio and if I have a engine misfire in the weather we are having and I am stranded on the road I consider this a safety issue.

I have filed a complaint with the Attorney General. His office also suggested I get your office involved.

As there was no accident I listed today's date and mileage.

NM
11514
SMD

January 10, 2014 Called NHTSA and rep said there was nothing he could do.

[REDACTED]
Lexington, Ohio, [REDACTED]
[REDACTED]

On Friday, January 10, 2014 8:16 AM, US DOT NHTSA <PortableSafetyComplaint@dot.gov> wrote:

The vehicle safety complaint Portable Form that you requested has not yet been received. Please complete and submit your Form so that your complaint can be processed. A copy of the Portable Form is attached for your convenience.

The attached form has instructions to aid you in completing and submitting the form. The following Temporary Complaint Number (TCN) identifies your complaint: AEN8-42309

Please keep this number for your records. In order to check on the status of your Portable Form, this number and the email address used must be entered on the Track Form tab of the Portable Form page.

Note: If you have problems receiving the form as an attachment or if you need to generate another copy of your form, click on this [Portable Form](#) link. This link can only be used prior to submitting your form.

Please fill out the attached form, save it to an easily accessible location on your local machine using the link in Step 2 at the top of the form, and then return it directly to us for processing using one of the following options:

Option 1: [Link](#) to access the upload web page.

Option 2: Use the link in Step 3 at the top of the form.

Either option will take you to the Portable Form Upload page on our website. You can then Browse to locate your saved Portable Form and upload it to our system. You will be notified when your complaint form is received and again when further processing occurs.

Thank you,
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the Safercar.gov website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these e-mails, please go to our [Contact](#) Web page.