

CL-10576640-5991

American Honda Motor Co. Inc.

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Honda Customer Svc.

1919 Torrence Blvd.

Mail stop 500-2N-7A

Torrence Ca. 95501-2746

MAR 27 2014

Dear Customer Service,

I have a real problem with the accelerator in my 2013 Honda FIT. When I reach the speed of 45 to 50 MPH there is a distinct whiney howl that occurs. It is very annoying at the very least.

Also at times while I am in motion the car will suddenly surge forward without my pressing down on the accelerator. This also often happens when I have come to a stop and then when I put my foot on the gas pedal the surge will also occur and the vehicle takes off at higher rate of speed, (remember Toyota had a similar problem).

I have taken the car to the local dealer here in Lodi, Ca. three times about this, but they continue to tell me that 'they can't find anything wrong.' I am not the only one who has driven the car and experienced these problems with this particular auto, so I know I am NOT imagining it.

I expect you, Honda, to realize this is a serious problem and I expect you to take some action in fixing it.

Please do not refer me to the local dealer, as I feel they cannot assess the problem properly since I have taken the vehicle to them 3 times and I have not gotten anywhere with my complaints to them.

Even though I do like the FIT very much as it is the right size car for me, I am afraid to drive it for fear that I will have a collision and then I would lose my license or worse my life or I could end up killing someone because of this problem.

Sincerely,

[REDACTED]

Lodi, Ca. [REDACTED]

[REDACTED]

cc: National Transportation Safety Board

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