

CL-10610404-5178

From: [Redacted]  
To: [Redacted]

Subject: Honda  
Date: Mon, Jun 23, 2014 10:23 am

\* COPY - \*

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

Sent from AOL Mobile Mail

American Honda Motor Co., Inc.  
June, 2014

JUL 2 - 2014

You have let me down! I bought my 2013 Honda Fit new 18 months ago.

I was in the market for a new car because the AC had gone out on my 2008 Nissan Versa. I am in my late 60's with blood pressure issues that are exacerbated by the high heat here in Texas. My main objective was to have a new car, under warranty, with AC.

Now in my second Texas summer with the Fit, I have come to the realization that the AC cycles down when the outside temperature is 80 or above and I have been on the road for as little as 30 minutes. The AC is cycling off just when I need it the most! Last summer I thought the problem of too little cooling would be solved when I paid \$200 to have the windows tinted. An Internet search tells me that other Fit owners are having this problem and dealers are charging for diagnostics then saying they are unable to replicate the problem!

AC Failure design Flaw!

I am on a fixed income and cannot go around paying for expensive diagnostics ON A NEW CAR!

There are other problems. (Remember, I have the Nissan Versa with which to make comparisons.)

1) The front seats are very uncomfortable. I have added expensive gel cushions that have helped but, on the driver's side, this pushes me forward making it difficult to get my right knee past the steering column as I enter and exit. The driver's seat is adjustable but just barely! I am 5'7", fairly average. I did not expect to have this problem.

\* 2) Last August's safety recall fix may not have corrected the problem I've been having with loud clunking noises underneath the car anytime I hit a patch of road where all four wheels are not perfectly in the same plane. Sometimes this happens with a simple lane change on the Interstate! (I have some doubts as to whether or not the dealer who did the SAFETY recall fix even did anything at all, after charging you, because I have found that they charged me for an air filter and DID NOT REPLACE it!)

Honda  
Campaign # 599  
Service Bulletin #13-040  
August, 2013

3) I am not getting the expected gas mileage ...in spite of the AC cycling off AND the minimum size of the car...!

4) The car rides very close to the pavement putting it at high

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risk for damage from routine road debris.

In spite of all these serious issues, I am still very pleased with the versatility of the interior configuration. Where a younger person would stow a bicycle, I am stowing a folding walker. The fact that the back door opens 180 degrees, allows me easy access to the walker. This makes everyday errand running much more convenient for me.

In summary: I knew I was buying a very small, light duty automobile but felt I could rely on Honda to provide me with basic reliability. (I have owned two other small Honda vehicles with which I was more than pleased over many miles of use.) Now I am very disappointed to learn that major issues are putting my safety and health at risk. Though not perfect, the old 2008 Nissan Versa (which I bought because the Fit was back ordered that year) has proven to be more reliable and more comfortable in every way. My grandson bought it from me, repaired the AC himself, and has been enjoying the comfortable seats and 35-40 MPG ever since! So sad that I miss the old car and I'm the one with the car payment!

I hope you can offer some remedies for these serious issues.

Sincerely,

[REDACTED]  
[REDACTED], Luling, TX [REDACTED]

Vin # JHMGE8H3XDC [REDACTED]

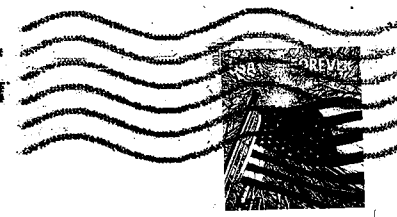
2013 Honda Fit SW

Sent to:

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Torrance, CA 90501-2746

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