

CL-10619578-8490

[REDACTED]
Yukon, OK [REDACTED]
July 11, 2014

JUL 29 2014

To: American Honda Home Office
Re: VIN: JHLRD78812C [REDACTED]

I just spent the last 2 hours trying to find an email address to your home office customer service, but I guess you don't wish to hear from long time customers by email. It is easier to direct us right back to the local dealership who I have already dealt with for years. The dealerships have all been of different names, I originally purchased a 2002 Honda CR-V from Steve Bailey Honda. It has been other names in Oklahoma City, Momentum, now Battison Honda. I don't want to deal with the local dealer as the dealership is why I am writing this inquiry.

First, obviously, I still have my Honda CR-V after 12 years. I like my Honda but wish to try to log my complaint as it has been a complaint for years, but when you buy a new car (12 years ago) I never thought that this same complaint would still be arising with my vehicle.

I just took my CR-V for its fifth recall; the last two being on the airbag system and the headlight recall. I had already put in two new headlights by the time I got your recall, so it was of little use. I would like to start by telling you that my Honda has really never had a properly working electrical system. I tried to have it fixed when new, only to be told that this was not fixable.

When my CR-V was first new, I put my keys in the seat of my car while filling up the Honda with gas. Well, my CR-V locks automatically if the keys are in the vehicle but not in the ignition. I know that I locked myself out of my Honda several times just by laying my keys down while putting in groceries, loading children, closing the door for a lady in a wheelchair to pass by my car door, etc. Even when it is accidental and you know that the car locks if keys ARE NOT in the ignition, I did it and so did my husband. OR, since there is NO signal or alert that you have left your headlights on, I would accidentally leave my lights on in the daytime, only to find a dead battery and dead vehicle several times. Even my old cars prior to 2002 had a "your lights are on alert" and I never understood why Honda did not have this alert in the Honda CR-V in 2002 like all other years. Anyway, with the keys locking themselves on the inside of the car and the light being left on, I can say that my first year of owning this CR-V was stressful. I worked at night and had to find a way home more than one time in that year. My fault, I guess, but how many autos lock from the inside unless the key is left in the ignition? How many cars do not have a "lights left on" alert? Not many!

[REDACTED] Oklahoma City, OK [REDACTED]

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Anyway, I got used to re-setting my radio, and having numerous "idiot" lights on after a battery had to be charged. And, these lights never fixed themselves: 1) Malfunction Indicator Lamp, 2) Maintenance required light, 3) Engine light, 4) SRS or airbags light. I got used to having the idiot lights on most of the time as it was too time consuming to run the Honda to a dealership every time I messed up the first year. I am a grown woman with a college degree, so this is not from being a stupid owner or driver. I just think this CR-V that first year had a few "glitches" that needed tweaking. But, working two jobs, two kids and a home and husband kept me from going back to the dealership each time. Yes, I did it at least 6 times my first year and my husband who has never locked himself out of a car did it twice with this Honda. Long story short, my electrical system has been messed up from day one, I just could not get the dealership to do anything about it. First of all, my interior light when opening the driver's door NEVER worked. If I got in the Honda at night, my interior light has never gone on and yes, it is in the correct position in the roof of my car. The back light interior light rarely goes off. I can slam the backgate door and the light stays on, so now that idiot light is on all the time now too. When I got the recall on lights, I thought, "Good, they are going to fix this now." But, I replaced two headlights myself with my own money and the recall did not come till after both headlights failed. With the electrical system being messed up, I always thought that things were wrong in my Honda. My seat belts sometimes caught and would not retract, sometimes they retract so tightly, I can't loosen them without completely re-doing my entire seatbelt hook up again.

I have lived with my belts, my car locking me out when I laid my keys down at first during my ownership, my interior light never working, my headlight causing battery failure when I left my lights on during daytime hours with no alert. I finally got smarter and learned to be very careful of all of these defects; but my last time to Battison Honda was the last straw when I took the CR-V in for yet another recall on the SRS system of a possible over-inflated driver's airbag. Several months ago, the SRS light went on, but I have learned that most of my idiot lights go on anytime you have a battery die or just sometimes when there seems to be no apparent reason. So, I was relieved to see a recall being sent to me about the SRS system. I thought that the recall would fix my SRS light that was "stuck" on most of the time. I have read about each light and what caused that light to stay on and what could be done to turn them off—to no avail. The first week in July, 2014 my husband and I took the Honda in again for the headlight recall and the SRS light being on. The dealership kept the Honda all day. At 5:30 p.m., we picked up the Honda and they told us that everything was fixed. As I drove the Honda home, I noticed that the SRS light was still on to my dismay. My husband called and they read us the recall instructions. Replace the passenger airbag. But, why was my SRS light still on if things were fixed? They told me for \$100 diagnosis we could find out why it was still on. I told the service person that I thought the recall would fix it. No, what was fixed was the airbag, but with the light still ON, we had NO protection on any of our airbags if the light was ON. Who would send two customers out, in a 12-year old Honda with non-functioning airbags without warning us or even telling us that the SRS light being on was not part of the recall problem. I thought how long we have been driving that Honda without a properly working airbag system. Should this fact have been something that could have been communicated to two 60-year old, longtime customers that we were not protected and probably have not been protected for years. Every time the battery went dead, my airbag system was dead also! It seems someone at our local dealership would have said, "[REDACTED] your airbags are not working!" We still don't

know if they are working or not, we took the Honda in for a SRS recall, I guess they put in a new airbag, but with the light indicator still on when we left, wouldn't that be something that the customer should be told???

I am now looking for a new vehicle as I am scared that my longtime Honda which took me 6 years to pay for is and has always been a lemon. It drove fine, but with five recalls and NO airbag protection, I am wondering how good the mechanics have been the life of this vehicle. Yes, leaving the lights on was my fault, but who might have to give their life in an accident due to what I truly believe is an electrical problem the entire life of this 2002 Honda CR-V. I have kept the oil changed and been a good owner except for accidentally laying my keys down and having the car lock me out!

I was astonished that my SRS Recall did not cover the SRS light being on. Thus, another \$100 to tell me why it won't go off! If anyone really takes the time to read this long letter, I will be pleasantly surprised. It took me 12 years and no airbags to make me mad enough to tell you that my Honda has electrical problems. Could my airbags be part of this problem? I did take it in when it was a new car, but it was never fixed and having two jobs and a working husband and family; who has time to be without their vehicle? I left my Honda at the dealership over one night and an entire day, and the same lights that were on when I took it in, are still on now!

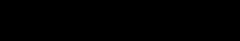
I would love to get these things fixed, but I don't want to have to pay for a diagnosis of the problem that has been to the shop many years earlier with NO results and a problem that obviously caused a recall to occur. I am open for suggestions.

Thank you,

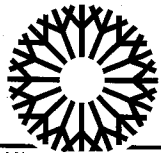

Yukon, OK 

Home: 

Linda's Cell: 

Tom's Cell: 

The icing on our cake, we had a flat tire two weeks ago and found that we cannot use the jack system that came with the Honda because the CR-V has small running boards on the vehicle on each side right where the jack goes. I did not order these running boards, the CR-V had them on the vehicle when new, but we had to figure another way to jack the car up when we have a flat!



Yukon, OK



OKLAHOMA CITY OK 730

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Administrator
National Highway Traffic Safety
Administration
1200 New Jersey Ave. SE
Washington, DC 20590

20590

