

September 16, 2014

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

SEP 24 2014

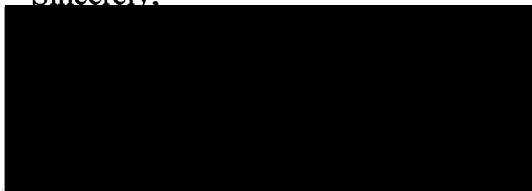
Re: Honda Motor Company, Inc.

To: Whom It May Concern;

Please review a copy of a letter and documentation I recently sent to Honda Motor Company.
This needs immediate attention before someone gets seriously hurt or killed, due to their
negligence.

Please feel free to contact me if you require any additional information.

Sincerely,



Hampton, South Carolina 

cell phone: 

NAM
10814
SMD

September 16, 2014

American Honda Motor Co., Inc.
Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Boulevard
Torrance, California 90501-2746

RE: [REDACTED]

2012 Honda Accord

VIN# 1HGCS1B76CA [REDACTED]

To Whom It May Concern:

I am sending this letter to you now in hope that you will do something about the issue, before another person has to suffer what I had to and am still going through. I should advise you that I am also collecting additional data to possibly pursue a Class Action Suite regarding this same issue.

I will keep this as short as possible to explain this and will disclose any additional information when and if it becomes necessary. On June 21, 2014, the driver's side sun-visor/vanity mirror broke and would no longer pop back up when not in use. On July 2, 2014, I went the Hilton Head Honda, in Hilton Head, South Carolina and reported this issue to them. **(COPY OF SERVICE REPORT INCLUDED)**. As noted on the service report, this item, the driver's side sun-visor was going to cost \$94.02 to replace; however, I was told there was already over 100 of these visors on back order. All of my immediate family live in California and I drive there at least two times per year to check on my very sick mother and brother. Therefore, I always keep my car serviced ahead of schedule. I had to leave for California approximately 1 week after this service.

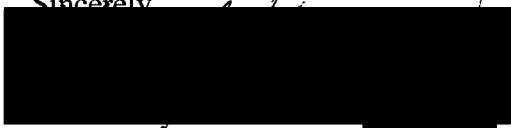
While in California I did a great deal of driving to and from Los Angeles to San Diego trying to check on both of my family members. I went ahead and had my car serviced at Diamond Valley Honda in Hemet, California, **(COPY OF SERVICE REPORT INCLUDED)** prior to my return to South Carolina. I explained to the Service representatives; Ken and Arthur that my driver's side sun visor was at the point where I was concerned if I hit the brakes too hard it may come down blocking my view and I might get into an accident. At that time they explained to me that they had replaced about 300 of the driver's side sun visor within the past month. I asked them if Hilton Head Honda had over 100 on back order and they had replaced 300 within a month, then why hasn't Honda issued a recall on this? **Out of only 2 Honda shops, I was able to obtain at least 400 of driver's side sun-visor had broken and I am sure with all the Honda shops around the United States, this number has to be in the thousands.** That does not even include

persons that have purchased this sun-visor in an after-market car shop. I even said what it is going to take, someone getting killed for them to recall this item?

On September 4, 2014, while driving back to South Carolina, I was on Interstate 20 going East through Dallas, Texas. It was 6:20 a.m., and the car in front of me hit their brakes and as I hit my brakes, that sun visor came down and completely blocked my view. As a result, I hit an item on the highway causing major damage to my car. I was not able to avoid hitting this object as I was unable to see it or anything else. I called in and reported the damage to my car to 911, obtained a name and phone number of another person that had hit the same item, and contacted my insurance company. I had to have my car checked to see if I would be able to drive it the rest of the way home, which was over 1,000 miles. I was able to drive the car home but it completely knocked out the condenser and I had to drive home without air-conditioning. The temperature inside the car reached 114 degrees even with the windows down. By the time I got home I had completely dehydrated and was very sick. Currently, my car is in the shop getting repaired and the cost is at the minimum 2,000.00, and that is before they have even seen what damage was done underneath the car. My insurance claim is with Allstate. I also had to get a hotel because I was so sick and couldn't make it home without stopping. Additionally, I couldn't drive very fast because the car was out of alignment and I had to keep watching my temperature gauge because I was told my radiator was in the shape of a horseshoe. All of this could have been avoided if you, Honda, would have put a shop recall on this sun visor and fixed it. **I will NOT pay for a new visor because you have to know this is a problem and you are doing nothing about it. I intend to personally take you to court for the damages I incurred and I will pursue a Class Action Suite if you do not put a recall on this item. I could have gotten killed that day. Being that I am retired from the Department of Justice I realize it is cheaper for companies like yours to pay individual death claims than it is to place a national recall on an item you know is faulty.** A copy of this letter is being forwarded to the National Highway Traffic Safety Administration (NHTSA), as well as the National Transportation Safety Board (NTSB). Hopefully, you will be compelled to doing something about this obvious problem.

I look forward to hearing from you about this issue. If I do not hear back from you I will pursue a Class Action Law Suite on this issue.

Sincerely,


Hampton, South Carolina 

CC: NHTSA
NTSB

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



PAGE 1

HAMPTON, SC [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

 161 Fording Island Road
 Bluffton, SC 29910
 843-815-2880
 FAX 843-815-0339

SERVICE ADVISOR: 5270 JASON CARLSON

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
		12	HONDA ACCORD		1HGCS1B76CA		70510	70510	T1482
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01MAY12 D			17:00 02JUL14				SDISC	02JUL14	
R.O. OPENED		READY		OPTIONS: STK:212486 DLR:207915					
09:28 02JUL14		10:31 02JUL14							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A OIL AND FILTER CHANGE, CHECK ALL FLUID LEVELS AND TOP OFF AS NEEDED.
 PERFORM MULTI-POINT VEHICLE SAFETY INSPECTION, REPORT RESULTS TO OWNER.

CQ OIL AND FILTER CHANGE, CHECK ALL FLUID LEVELS AND TOP OFF AS NEEDED. PERFORM MULTI-POINT VEHICLE SAFETY INSPECTION, REPORT RESULTS TO OWNER.

5336	CQ				12.56	12.56	
1	15400-PLM-A02 66639915400	FILTER, OIL	7.04	7.04	7.04		
1	94109-14000 01718790400	WASHER, DRAIN (14MM)	0.50	0.50	0.50		
5	0020C-BAS-N01 OIL 0W20		4.22	4.22	21.10		
PARTS:	28.64	LABOR:	12.56	OTHER:	0.00	TOTAL LINE A:	41.20

 B-CUST STATES THE DRIVER SIDE SUN VISOR IS LOOSE - CHECK AND ADVISE
 L1 WILL NEED TO REPLACE THE LEFT SIDE VANITY

* MIRROR - PART ON BACK ORDER

5336	CQ				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

70510 SUN VISOR BROKEN FOUND DRIVER SIDE SUN VISOR TO BE BROKEN.

 C CUST STATES CHECK THE OPERATION OF THE PASSENGER AIR BAG OFF LIGHT -
 SEEMS TO GO ON AND OFF WHEN OWNERS NIECE IS IN THE CAR
 L1 WEIGHT INTERMITTENT PROBLEM DUE TO LIGHTWEIGHT PASSENGER

5336	CQ				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

70510 WIEGHT INTERMITTENT PROBLEM DUE TO LIGHTWEIGHT PASSENGER.

 D CHECK OPERATION OF THE DRIVER SIDE OUTER DOOR HANDLE - FEELS FUNNY AT TIMES

CND COULD NOT DUPLICATE AT THIS TIME

5336	CQ				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

CUSTOMER PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON PARTS ARE THE MANUFACTURER'S THE SELLER, HILTON HEAD HONDA, HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND HILTON HEAD HONDA, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, HILTON HEAD ISLAND HONDA, IN NO WAY AFFECT THE TERMS OF THE MANUFACTURER'S WARRANTY."

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

300 Carriage Circle Drive
Hemet, CA 92546



DIAMOND VALLEY

Honda

951-765-2700 951-925-2551
Toll Free 877-868-4552
Parts Fax 951-765-2708



RECOMMENDED SERVICES

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

BAR# ARD236012 EPA# CAL-00087340

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02HOZ	MULTI POINT INSPECT	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AK236012

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE I.D. NO. 1HGCS1B76CA	YEAR/MAKE/MODEL 12/HONDA/ACCORD CPE/2DR CPE T4 EX A	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 284080
CALL WHEN READY ☐ YES ☐ NO	HAMPTON, SC	CUSTOMER NO. 78483	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 08/20/14
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	RESIDENCE PHONE	BUSINESS PHONE	COLOR N HOZZ	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 598w
APPOINTMENT ☒ Yes ☐ No	TIME RECEIVED 07:03am	DATE/TIME PROMISED 08/20/14 06:00pm	TURBO N	M/MC HOZZ	AIR COND. Y	P.S. Y
I HEREBY AGREE TO THE TERMS ON THE REVERSE SIDE HEREOF. CALIFORNIA EMISSIONS PROGRAM. "BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY." OUR LABOR RATE IS BASED ON A FLAT RATE HOUR.			TRANS A	MILEAGE 77,266	ADVISOR NO. 5157	ADVISOR KEN ELLERBECK

FOR YOUR CONVENIENCE

SERVICE DEPT HOURS:

MONDAY - FRIDAY 7:00 AM - 6:00 PM

SATURDAY 8:00 AM - 4:00 PM

PARTS DEPT HOURS:

MONDAY - FRIDAY 8:00 AM - 6:00 PM

SATURDAY 8:00 AM - 4:00 PM

ORIGINAL CUSTOMER ESTIMATE: TOTAL
49.99

X _____

1 C 02HOZ MULTI POINT INSPECT
PERFORM MULTIPOINT INSPECTION AS COURTESY, SET TIRE PSI TO...

2 C 01HOZ-0025 5QT 0/20 LOF \$44.95
CUSTOMER REQUEST LUBE OIL AND FILTER SERVICE AT \$44.95 PLUS
TAX AND HAZ WASTE FEE USING 0/20WT OIL (SYNTHETIC BLEND)

VISOR 300 in a month.



DIAMOND VALLEY

Honda

WE ACCEPT
VISA MASTERCARD DISCOVER
AMERICAN EXPRESS

CHECKS GLADLY ACCEPTED
WITH CHECK GUARANTEE
CARD & DRIVERS LICENSE

*Thank You for choosing
Diamond Valley Honda
for your servicing needs!*

[REDACTED]
Hampton, S.C. [REDACTED]



W40-304 National Highway Traffic Safety Admin.
1200 New Jersey Avenue S.E.
Washington, D.C.
20590

