

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

1. Vehicle Information

Vehicle Identification Number (VIN): 5FNRL38249E Test your VIN

* **Vehicle:** Enter your vehicle Make, Model and Model Year separated by spaces (e.g., MakeName ModelName 2003). After three characters possible matches may be shown and can be selected to complete your entry.

DEC 18 2014

2. Incident Information

* **Approximate Incident Date:** 12/06/2014
For multiple incident dates enter the first date of occurrence

Was there a Crash? ☐ Yes ☒ No

Was there a Fire? ☐ Yes ☒ No

Was there an Injury or Fatality? ☐ Yes ☒ No

Vehicle mileage at time of incident (miles): 120500
For multiple incidents, enter the first failure mileage

Vehicle speed at time of incident (mph): 0

* **Affected Parts:** Select up to three parts

* **Tell us what happened** Enter up to 1900 characters

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. **Do not include any personal information** (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...)

(1900 characters left)

NHTSA Recall 14V-112 was issued in October 2014 but I was not notified about scheduling a repair until December 2014. The dealership, Causeway Honda, failed to repair the vehicle due to incompetent staff and now I am required to reschedule the appointment. In the meantime, I have to drive the vehicle with the safety hazard, described by Honda as "in the presence of an ignition source, a fuel leak increase the risk of fire."

NM3
12/23/14
TA

December 6, 2014

[REDACTED]
Manahawkin, NJ [REDACTED]

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

To Whom It May Concern:

I wish to make a formal complaint against Causeway Honda, located at 457 Route 72, Manahawkin, NJ.

On December 1, I received a letter from Honda (dated October 2014) indicating that there is a recall notice (NHTSA Recall 14V-112) for my 2009 Odyssey. I immediately contacted my local Honda dealer, Causeway Honda, and scheduled the appointment for the repair. Even though the letter from Honda states that the repair would only take about 48 minutes, when I dropped off my car at 9am, I was told that there was "no way" it would be ready before 3pm. While I agree that it is reasonable to expect to leave my car for more than 48 minutes, having to leave my car for the entire day is not reasonable.

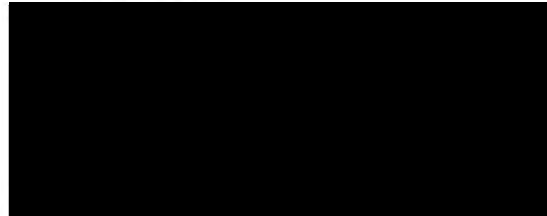
At about 2pm, I received a call from the dealership advising me that the repair could not be made to my vehicle because there was "too much stuff" in my car. Confused, I asked for clarification. The representative explained that I should have removed all of the items from the back of my car prior to drop off. I explained to the representative that I was NOT advised of this requirement.

The representative further went on to tell me that I should have had as little gas in the car as possible. I explained to her that I only put in 2 gallons of gas when it was on empty and even drove it after that, but that it was not possible to estimate how much gas would be left in my car by the time I dropped it off. As the repair was not done, I now have to go through this process all over again. I therefore asked the representative if she had a suggestion as to what I should do if there is too much gas left in my car when I have to drop it off again. She had no response, no suggestion, no helpful information at all. Am I expected to only put one gallon of gas in my car at a time to be sure that I am on fumes when I drop it off for the repair? Am I required to siphon the

"extra" gas out of my car before I drop it off? Can't Honda siphon out the gas and put it back into the tank when they are done? Surely, professional Honda representatives must have a recommendation.

I am a single parent who works full-time. I depend heavily on the use of my car. The fact that I am now going to have no use of my car for an additional day instead of just one is unacceptable. The fact that I will again have to inconvenience others to drop me off and pick up from the dealership is also unacceptable. There is no excuse for the lackadaisical attitude and inferior customer service provided by Causeway Honda, especially given the fact that the repair is necessitated by a defect in a Honda product, and no fault of my own. On a final note, I wish to point out that this is the third interaction that I have had with the staff of Causeway Honda that has left me discontented. I regret that I did not make formal complaints regarding the prior two incidents as well.

Sincerely,



Cc: National highway Traffic Safety Administration

SOUTH JERSEY NJ 080

08 DEC 2014 PM 2 T



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



[REDACTED]
Manahawstik, NJ [REDACTED]

