

CL-10807923-3487

December 2, 2015

Recall notice on 2014 Honda Civic Safety Issue
VIN 19XFB2F81EE [REDACTED]
Recall notice NHTSA Recall 15v-574

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

To: Administrator, NHTSA
1200 New Jersey Ave., SE
Washington DC 20590

DEC 10 2015

Dear Sir or Madam

I am very unhappy with the recommended solution for this safety recall notice. The fact is that the drive pulley shafts are manufactured to low hardness. Honda admits they can break under certain stress conditions causing a catastrophic failure.

Fact: A safety critical component has been identified in the vehicle and the solution is to try to reduce the forces which may cause a failure. **Obviously the failure is a catastrophic failure which potentially puts people's lives at risk. I welcome the short term effort for a solution but the permanent solution is far from acceptable.**

The solution recommended is to "de-torque" the stress exerted by reprogramming the CVT. I am very surprised that you would allow such a final solution in the face of the GM recalls which did kill many people. You are the public's safety guardians and if we cannot depend on you then who do we turn to? Honda? I can understand if they need time to procure the proper replacement parts but to de-torque and potentially affect the performance and fuel economy does not seem to be the proper resolution. Even after the solution is implemented there will still be a defective component in the vehicle..

I respectfully ask that you please review this recall and, hopefully, make sure the proper decision is made which will protect us.

Your consideration and feedback will be appreciated.

Sincerely,

[REDACTED]

West Bloomfield, Mi

Email: [REDACTED]

Attachment: NHTSA Recall 15V-574, Copy NHTSA complaint 10807923

NM
12/10/15
BMD



AUTOMOBILE DIVISION

American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

October 2015

NHTSA Recall 15V-574

IMPORTANT SAFETY RECALL

VIN: 19XFB2F81EE [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2014–2015 model year Civic vehicles. During certain driving conditions, a combination of high stress exerted from the CVT programming along with potential drive pulley shafts manufactured with low hardness, the drive pulley shaft may break during operation. If the drive pulley shaft breaks the vehicle may lose acceleration or the front wheels may lock up, increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle's CVT software updated, **at no cost to you.**

Once you make an appointment for your vehicle, be advised that the complete inspection and repair time may take approximately 20 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

What to do if you feel this notice is in error:

Registration records indicate that you are the current owner or lessee of a 2014–2015 Honda Civic involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

Lessor Information:

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions:

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. U.S. customers can also locate a dealer online at www.hondacars.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign #JU2 / Service Bulletin #15-065



Complaint Number: 10807923

Vehicle Identification Number: 19XFB2F81EE [REDACTED]

Your Vehicle's Make Model and Model Year: HONDA CIVIC 2014

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Power Train

What happened?

RECEIVED RECALL NHTSA RECALL 15V-574. UNDER HIGH STRESS DRIVE PULLY SHAFTS WITH LOW HARDNESS CAN BREAK! REMEDY IS TO REPROGRAM CVT TO REDUCE STRESS. VERY SERIOUS SAFETY ISSUE AND NO GUARANTEE IT WILL PREVENT BREAKAGE. NEEDS SHAFT REPLACED!!

Files you uploaded.

Honda Civic Recall.pdf

When did this happen? 10/30/2015

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph)

About how many miles were on your vehicle at the time of the incident? 15000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: West Bloomfield

State : MICHIGAN

ZIP Code : [REDACTED]

Phone: [REDACTED] **Ext. :**

Alt. Phone: [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

[REDACTED]
West Bloomfield, ME
[REDACTED]

METROPLEX MI 480

05 DEC 2015 PM 14 L



ADMINISTRATOR
NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

20590

