

CL-10809907-1268

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

[Redacted]
El Campo, TX,
[Redacted]

December 14, 2015

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

DEC 23 2015

Who would imagine that, twice in the same year, I would be filing a complaint with American Honda!

To begin with, I am attaching a copy of my first letter to you, dated in January of this year. This issue, regarding my 2012 CR-V, was never resolved, as the representative who called me got cut off in the middle of the conversation and never bothered to call back.

My new complaint is regarding my 2006 Honda Odyssey, VIN Number 5FNRL38656B [Redacted]. This vehicle has 196,000 miles on it, so I understand that there will be maintenance issues due to normal wear and tear. Recently however, while traveling out west, we heard a different "whining" sound from our engine. After driving home to Texas and a few thousand miles thereafter, I decided to take it to the dealer (which, by the way, costs \$125 just to have them look at anything). It turns out that the rear motor mount was broken, and \$1093 later I was out the door.

Subsequent research revealed that there were several motor mount problems in the 2005-2006 model years, and Honda never did issue any type of recall.

I have owned many vehicles over the years, both domestic and foreign, and NEVER have I had a motor mount fail. That simply should not happen! We were very lucky that more of these did not break while we were out on the road.

I am attaching a copy of my receipt, and asking once again that you reimburse me, if nothing else in the spirit of good customer service.

I buy a new vehicle every few years, but unfortunately, I do not think I will be buying a Honda in the near future.

Your records will show who contacted me regarding the CR-V problem, and I do not wish to speak with that young man again. I have spoken with him twice and nothing has happened. I was quite upset when he did not bother to call me back after the call was dropped.

So, there you have it. Another customer has lost faith in your company. Twice, I have had to do my own research to determine that my problem was one that many people experienced.

I eagerly await your reply to my latest problem.....

Sincerely,

[Redacted Signature]

cc Gillman Honda Fort Bend

NHTSA

RR
12-30-15
SMD

[REDACTED]
El Campo, TX,
[REDACTED]

January 11, 2015

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

To whom it may concern,

As I write this, please keep in mind that I for some reason have not received any Service Bulletins on my CR-V.

I purchased my 2012 CR-V because I was having a great experience with my 2006 Odyssey, which now has over 170,000 mile on it. My CR-V VIN is 5J6RM3H57CL [REDACTED]

We live in a rural area, and we travel, so we put a lot of mileage on our vehicles.

Early in 2014, when our vehicle was already over the warranty mileage, we started having problems with the vehicle starting. We limped along until May of last year, when I finally had to purchase a new battery from a third party. It was then that, by doing research online, I learned of TSB 12-041, and took my vehicle to the dealer. They were nice enough to do the necessary software update, for a \$40 fee, and I was on my way. I also contacted American Honda in an attempt to get reimbursed for my battery. I spoke with a gentleman named Juan, but my efforts were in vain. I was now out \$140 due to a problem that was not my own.

Fast forward to 2015. Over the past few weeks, we again had difficulty starting our vehicle to the point that it finally would not start. Last week, I took it to the dealer, Gillman Honda in Rosenberg, Texas. Their diagnostics revealed that my battery was the issue, this after only 6 months of having done the software update and having purchased a NEW battery. I agreed to pay for yet another battery at your inflated price of \$139 plus tax.

Further research these past few days tells me that this may be an inherent, unsolvable problem that existed in my vehicle from day one. The most recent comment on the CR-V discussion forums mentioned the replacement of the "Battery Management System" because it was not keeping the battery charged. Additionally, there was a newer bulletin (14-071) regarding this problem. It came out in November.

I am disappointed in the lack of resolution to what seems to be an ongoing problem. The software update obviously did not do the trick, and in total, I am out nearly \$300 for something that is certainly not my fault and that existed in my vehicle from DAY ONE.

I have no solution at this time other than to switch manufacturers as I purchase new vehicles. My most recent vehicle, that will eventually replace my aging van, is a Toyota, and I assure you that this issue was in the back of my mind when I made that purchase.

I can also assure you that I will not put any more money into this problem. If it persists, I will simply get rid of the vehicle and purchase a small SUV without this inherent problem.

I am requesting that you consider reimbursing me for the money that I have put into solving YOUR problem.

Sincerely yours,

[REDACTED]

cc Gillman Honda Fort Bend



HONDA

SINCE 1938
Gillman

HONDA OF FORT BEND

26029 SOUTHWEST FREEWAY ROSENBERG, TEXAS 77471

VISIT US AT www.gillmanauto.com



HONDA

SERVICE DEPT.
281-341-2250 DIRECT LINE
281-341-2256 FAX LINE
MONDAY - FRIDAY: 7:00AM - 6:00PM
SATURDAY: 8:00AM - 5:00PM

PARTS DEPT.
281-341-2266 DIRECT LINE
281-341-2256 FAX LINE
MONDAY - FRIDAY: 8:00AM - 6:00PM
SATURDAY: 8:00AM - 5:00PM

ALL BILLS DUE AND PAYABLE IN ROSENBERG, FORT BEND COUNTY, TEXAS



Adv: OEI HAZEL M. BERRY Tag [redacted] License [redacted] 5FNRL3865 6B [redacted] Page 1 Invoice [redacted]

Invoice to [redacted] Driver/Owner Information [redacted]

EL CAMPO, TX [redacted] Cell: [redacted] EL CAMPO, TX [redacted] Cell: [redacted]

For Office Use [redacted] Vehicle Information [redacted]

Odometer in: 196529 Out: [redacted] Dist: JHM CUS C Prelim 06 HONDA ODYSSEY EX L 4DR MVAN GREEN

MFG: 099001

Begin: 12/04/15 Done: 12/08/15 Invoiced: 12/08/15 12:44 NG Inservice: 01/30/06

Customer Concern [redacted]

Concern 51	C/S VEHICLE IS MAKING A NOISE LIKE A FAN IS HITTING \$115.00 CHECK OUT REPLACED REAR MOTOR MOUNT	Operation	Tech	Amount
Correction	Part Number PO# Note Description	MOTORMOUNT	270 S	345.00
Parts	HON 50810-SHJ-305 INSF RUBBER ASSY., RR.	Qty	Sell	
	Tech 270 LOEWE, JASON	1	755.10	755.10
Type: C		Subtotal		
		PARTS		755.10
		LABOR MECHANICAL		345.00
		TOTAL CHARGE FOR CONCERN		1100.10

Concern 52	C/S CHECK ENGINE LIGHT WAS ON FOR SEVERAL DAYS AND JUST WENT OFF FREE CODE CHECK	Operation	Tech	Amount
Cause	DTC P0301 AND P0304 MISFIRE	MISFIRE	270	0.00
Correction	ADVISED CUSTOMER CLEARED CODE AND PUT PREMIUM GAS. ADVISED FUEL ADDITIVE TO GAS TANK.	Subtotal		
Type: C	Tech 270 LOEWE, JASON	TOTAL CHARGE FOR CONCERN		0.00

Concern +53	100% MAX DISCOUNT	Operation	Tech	Amount
Correction	COUPON	COUPON	999 S	30.00-
Parts	Part Number PO# Note Description	Qty	Sell	
	HON NPN.DISCOUNT *****	-1 B	70.00	70.00-
	Tech 999 INTERNAL, TECHN	Subtotal		
		PARTS		70.00-

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

AGREED: X

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

"STILL THE ONLY WAY TO GO"



HONDA

SINCE 1938 Gillman

HONDA OF FORT BEND

26029 SOUTHWEST FREEWAY ROSENBERG, TEXAS 77471

VISIT US AT www.gillmanauto.com



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ALL BILLS DUE AND PAYABLE IN ROSENBERG, FORT BEND COUNTY, TEXAS

Adv: OEI HAZEL M. BERRY		Tag	License	5FNRL3865 6B	Page 2 (Last)	Invoice
Invoice to:			Driver/Owner:			
Invoiced: 12/08/15 12:44:08 NG			06 HONDA ODYSSEY EX L 4DR MVAN GREEN			
Type: C	LABOR MECHANICAL			30.00-		
Summary of Charges for Invoice			TOTAL CHARGE FOR CONCERN			
			100.00-			
PARTS			TOTAL CHARGE			
685.10			1093.79			
SUPPLIES & ADMIN FEE			CASH DUE			
34.34			1093.79			
LABOR MECHANICAL						
315.00						
SUB-TOTAL						
1034.44						
TAX						
59.35						
TOTAL CHARGE						
1093.79						

If you have any questions - please see HAZEL M. BERRY

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By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

"STILL THE ONLY WAY TO GO"



Complaint Number: 10809907

Vehicle Identification Number: 5FNRL38656B [REDACTED]

Your Vehicle's Make Model and Model Year: HONDA ODYSSEY 2006

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

What part of your car was affected? Engine

What happened?

When we were traveling out west, we started to notice a distinct "whine" in the engine compartment. After returning home and having driven thousands of miles, we took the car to the dealer and discovered that the rear motor mount had broken and was causing the fan to make a noise when the engine itself "heaved" upon accelerating. It cost \$1100 for the repair. I am filing this complaint because there are several similar complaints on here, and there probably should be a recall before someone gets seriously injured.

When did this happen? 12/08/2015

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? 195000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: El Campo

State : TEXAS

ZIP Code : [REDACTED]

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

Alt. Phone:

EL CAMPO, TEXAS

WASHINGTON DC 20590

NOV 15 2015



NHTSA
1200 NEW JERSEY AVE SE
WEST BLDG
WASHINGTON, DC, 20590

ATTN: VEHICLE COMPLAINTS | SAFECAR.GOV

20590

