

CL-108/6106-6619

Nov. 23, 2015

[Redacted]
Pueblo, Colorado [Redacted]

DEC 27 2015

NHTSA (Office of Defects & Investigation):

I am writing to you with great concern, after my treatment over the past two weeks concerning a CVT (transmission) recall on my Honda Civic. I want to make this perfectly clear, I have no issue with my local Honda dealer, Vidmar Honda. I am contacting you because I have gotten the run around from Honda Motor Company. I understand the process and have a pretty good idea about what's going on. I sold many commercial trucks before I retired, and understand how vehicle manufacturers think and react to potential high cost recalls! **Most times the cost is more important than safety!**

I received a recall notice dated Oct. 2015, VIN: 19XFB2F55EE [Redacted] (NHTSA 15V-574). The car belongs to [Redacted] **Reason for 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 lockup, 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.

I scheduled the car immediately with Vidmar Honda for the software change. It was done. **HOW DOES THAT FIX THE PROBLEM LONG TERM?** All the software change did was to **reduce** the stress on weak pulley shafts. **The pulley shafts are still weak!** Could the fix be intended to get the transmissions through the warranty period, so the expense of replacing the transmissions falls to the owners? There is still the danger of weak pulleys failing, after the warranty period! **This is a !@#fix. Nothing is fixed!** Out here in the southwest, most of our interstate speed limits are 75 or 80 mph. Can you imagine locking up the front wheels at 80mph?

The CVT's are known as "throw away transmissions"! They are not designed to be torn apart and repaired. That's why Honda isn't offering to replace the bad (weak) pulley shafts! The fix from a safety standpoint is to put NEW transmissions in the 143,000 vehicles recalled! **This recall should be called: Torque reduction on defective drive pulley shafts to get the transmission through the 36,000 mile warranty, so we can screw the consumer for its replacement, if they aren't killed in a front wheel lockup crash first!!!!!!! I WANT A NEW TRANSMISSION!!**

NAM
12/15
SMD

Here's the problem. I called corporate Honda in Torrance, California, on the consumer Hotline they provided for these CVT recalls for consumer questions. These poor people knew NOTHING about the technical aspects of the problem! Over the course of four days I spoke with four different people. They were all very nice and trained to know NOTHING from a technical standpoint. I asked to be switched to a manager involved in the recall. I wasn't allowed to speak with any. I asked if there were any engineers there I could speak with. I was told there weren't any. I reiterated my question to make sure she understood it. "You mean there are no engineers at Honda's corporate headquarters for the United States market"? I repeated my background of selling commercial trucks and found that really hard to believe. There was a long pause and here is what she said, "we have a whole department of engineers here, but customers ARE NOT allowed to talk to them". My reply was, "I guess they're pretty busy designing and building more vehicles that are unsafe for their customers, and they don't want to take any responsibility for their involvement"! It's one thing to uncover a dangerous potential problem, quite another to do a!@#fix to save money and not care who gets hurt! This is my assumption since the engineers are off limits to customers like me!

I hung up. It is NOT the customer service reps fault, but rather managements! They know what they're doing. Here are the questions I wanted to ask. Maybe you can find a competent Honda engineer that can answer them for you! By the way, if there is a pulley shaft failure on our car and someone is hurt or killed, I will sue the crap out of Honda and part of the settlement will be the termination of any executive involved in this ridiculous "fix"!

1. How does changing software fix a dangerous long term problem with weak mechanical parts like a weak pulley shaft over time with accumulated wear?
2. Why don't you replace the bad parts?
3. Can't you open the transmissions to see which ones are faulty?
4. Isn't it true that this software change is reducing the pressure on these weak pulley shafts, not guaranteeing they won't fail?
5. Are the 2016 CVT's problem free? If they are, why aren't you replacing the bad ones with the new 2016 safe ones?
6. After buying 10 of your cars, why do I have to chase Honda to get answers?
7. I will be purchasing another new car shortly. Tell me why I shouldn't buy a Mazda with a 6 speed non-CVT, if you don't stand behind what you're selling?
8. What is the forecasted durability of this transmission after the software fix?
9. Why aren't you offering extended warranties on these transmissions like Nissan was forced to do? Nissan giving 100,000 mile extended transmission warranties.
10. Are these Jatco transmissions, like the ones being sold to Nissan?
11. Do the Accords have the same problem?

I spoke with Amy in Customer Service. She gave me a reference number for our conversation: [REDACTED] Maybe someone at Honda, from engineering, could free up some of their valuable time to answer safety questions for you? It would be nice to get a follow-up. We peon customers are supposed to trust them! I regret that I have to spend my time researching a potential very dangerous situation, because "bean counters" are involved! It's tiresome and uncalled for! Every day that goes by may result in injury or death operating these vehicles with these transmissions! Please don't let them drag out their response to you. The only sin many of us consumers have committed was to show brand loyalty to them and assume their vehicles continued to be SAFE and Quality laden! I no longer trust them, you shouldn't either! Thank you for your time and consideration.

Respectfully,

[REDACTED]
Pueblo, CO. [REDACTED]
[REDACTED]

cc: Cynthia Coffman, Colorado Attorney General
Consumer Protection
Ralph L. Carr Colorado Judicial Center
1300 Broadway, 10th Floor
Denver, CO. 80203
720-508-6000

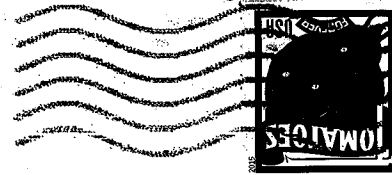
cc: Tom Elliott, Executive V.P. of Automobile Operations
Honda Motor Company Headquarters
1900 Harpers Way
Torrance, CA. 90501
310-781-5500

U.S. Department of Transportation
NHTSA
Office of Defects & Investigation (NVS-210)
1200 New Jersey Ave. SE
West Building
Washington DC, 20590

[REDACTED]
Pueblo, Co. [REDACTED]

DENVER CO 802

23 NOV 2015 PM 5 L



U.S. DEPT. OF TRANSPORTATION
NHTSA
OFFICE OF DEFECTS & INVESTIGATION (NVS-210)
1200 NEW JERSEY AVE., SE
WEST BUILDING
WASHINGTON DC, 20590

20590

