

CG-11186490-1166

MAR 11 2019

[REDACTED]
Lawrenceville, VA [REDACTED]

March 4, 2019

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Mr. Reid,

My name is [REDACTED] and I purchased a 2015 Honda Accord on August 19, 2015 for my wife [REDACTED]. In August of 2017 we got a letter from the Honda Automobile Division in Torrance, CA. stating that Honda Accords from the years 2013-2016 were recalls. This of course included my wife's car. The letter informed us that the battery sensor case mounted on top the 12V battery may have gaps that could allow moisture to enter the sensor. If moisture containing road salt enters the battery sensor, it could result in an electrical short and, subsequently, a fire. I took the car back to the Boyd Honda dealership in South Hill, Virginia that I purchased the car from informing them about the recall. The Honda Automobile Division sent the dealership a replacement BMS sensor for the battery to be put on the car.

On December 13, 2018 the battery on my wife's car died. It is to my knowledge being a certified automobile mechanic that the life span of a battery in a new car is from 6 to 7 years. However, the battery in my wife's car only lasted 3 years and 3 months. I called Boyd Honda of South Hill, Virginia informing them that their repair to the car did not fix the problem and that I believed that the BMS sensor that was sent was faulty. A customer service representative there by the name of Angie said that something else was killing the battery instead. This bothered me because she isn't an actual technician.

I started talking to other people with other Honda Accords within the same year range of the recall. Some of the owners had already started experiencing the same issues with their car batteries as well. They also took their cars to be repaired for the same exact reason that I did and ended up with the same result of their battery sensor still not working properly. Some of the owners also had family members with Honda Civics who also had the same problems with their car batteries. This information has lead me to believe that the Honda Motor Company does not know exactly what/where the problem is concerning the battery sensor.

I hope that this letter to you will help to inform you of the problems that not only myself but other Honda Accord owners are having. The potential of our cars catching on fire due to the battery sensors is a danger to the car owners and our families as well. I look forward to hearing from you and hope that there can be a solution to this ongoing

CB
03/13/19
AS

problem that we are still having with our cars. Thank you for allowing me to write this letter to you to inform you of my concerns.

Sincerely,

[REDACTED]

[REDACTED]



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

August 2017

NHTSA Recall 17V-418

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 1HGCR2F39FA [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 2013–2016 model year Accord vehicles. The battery sensor case mounted on top the 12V battery may have gaps that could allow for moisture to enter the sensor. If moisture containing road salt enters the battery sensor, it could result in an electrical short and, subsequently, a fire. The charging system indicator may illuminate in the Multi-Information Display when a problem is detected with the battery sensor prior to the time that a short may occur.



WHAT WILL HONDA DO?

The dealer will inspect the battery sensor and, if it is faulty or corroded, replace the sensor with a new part (final repair). Due to the large number of parts required to conduct the recall, if the inspection reveals that the battery sensor is in good condition, the dealer will apply an adhesive to the battery sensor case to prevent moisture entry (temporary repair) while awaiting sufficient parts availability.

Replacement battery sensors are expected to be available starting in Fall 2017. If the final repair (battery sensor replacement) was not performed on your vehicle, Honda will send you another letter when parts becomes available to repair your vehicle.

WHAT SHOULD YOU DO?

✓→ Please call any authorized Honda dealer and make an appointment to have the temporary repair or, if applicable, the final repair performed on your vehicle at no charge to you. Once you make an appointment for your vehicle, be advised that the total repair process may take approximately 30 to 45 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

CHECK YOUR VEHICLE FOR OPEN RECALLS

You can check your vehicle's eligibility for repair under this or any other recall. Please access the **Honda Recall Lookup** tool at www.recalls.honda.com and enter your Vehicle Identification Number (VIN).

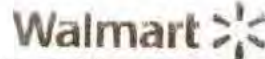
OWNER INFORMATION

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner of this vehicle. If this is not the case, or if any of the information is not correct, please complete, sign and return the Information Change Card and we will then update our records. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

DO YOU STILL HAVE MORE QUESTIONS?

Should you have any questions about this recall, please contact your authorized Honda dealer. Should you need additional assistance, you may contact American Honda's Customer Support & Campaign Center at 1-888-234-2138.

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 the Administrator, National Highway Traffic Safety Administration.



434-447-3610 Mgr: JERHAINE BROUN
 315 FURR ST
 SOUTH HILL VA 23970
 SIM 01934 DPN 005327 TEN 95 TRN
 AUTOMOTIVE BATTERY DATE VERIFICATION
 U 003996057900
 12.00
 SUBTOTAL 131.76
 ** VOIDED ENTRY **
 SPRT CORE FE 068113107867 19.00
 SUBTOTAL 119.76
 TAX 1 5.300 % 6.35
 TOTAL 126.11
 CASH TEND 126.11
 CHANGE DUE 0.00
 TCN 6690 4660 6217 0962 6163 7

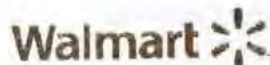


WATCH OVER 6,000
 FOR FREE MOVIES & TV

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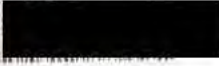
*****SAVE RECEIPT*****
 * RETURN OLD BATTERY FOR PROPER *
 * RECYCLING AND REFUND OF BATTERY *
 * DEPOSIT WITH THIS RECEIPT *
 12/14/16 16:04:47
 SIGN WITH Walmart app to save receipts



434-447-3610 Mgr: JERHAINE BROUN
 315 FURR ST
 SOUTH HILL VA 23970
 SIM 01934 DPN 005327 TEN 95 TRN 05111
 AUTOMOTIVE BATTERY DATE VERIFICATION
 U 003996057900

DESCRIPTION: BATT 51R
 DATE: 12/14/16 16:04:47
 AUTOMOTIVE BATTERY RETURN REQUIREMENTS

RECEIPT IS NECESSARY TO VALIDATE DATE
 OF PURCHASE FOR WARRANTY ADJUSTMENTS
 ADJUSTMENTS WITH OUT RECEIPT WILL BE
 MADE USING THE MANUFACTURE DATE OF
 BATTERY.
 PLEASE KEEP RECEIPT FOR YOUR RECORDS
 TCN 6690 4660 6217 0962 6163 7



PLEASE KEEP RECEIPT FOR YOUR RECORDS

Should you need additional assistance, you may contact American Honda's Customer Support & Campaign Center at 1-888-234-2138.

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 the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to www.safercar.gov.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.

*Limon Law
 FEDERAL Trade COMITION*

Boyd Honda of South Hill, Va.

1121 E Atlantic Street
 South Hill, VA 23970
 (434) 447-3111



[Handwritten scribble]
 #1

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:30 p.m. Mon - Fri
 8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
8/24/17	
R/O Close Date	Status
8/24/17	Pre-Invoice
Mileage In	Mileage Out
33025	33025
Service Advisor / Tag #	
ANGELA HUGHES/890	
Vehicle Identification Number	
1HGCR2F39FA	
Delivery Date	In-Service Date
8/19/15	8/19/15
Color	License Number
BLUE	

LAWRENCEVILLE, VA				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2015	HONDA	ACCORD SEDAN	4DR I4 CVT LX		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted]	
#1 - 99HOZ: RECALL CAMPAIGNS <u>17-057 BMS SENSOR REPAIR/REPLACE</u> Tech: IRVING, PHILIP (079) Installed 070AZ-0010300 :ADHESIVE INSPECT AND APPLY SEALANT Qty: 1	Warranty Warranty
#3 - DMPI: CUSTOMER DECLINES A COMPLIMENTARY MULTI-POINTINSPE CTION ON THEIR VEHICLE DURING THIS VEHICLESERVICE Tech: IRVING, PHILIP (079) Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X





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

16-053

September 2016

Product Update: 2015-16 Accord DTC P1890

VIN: 1HGCR2F39FA [REDACTED]

Dea [REDACTED]

On some 2015-16 Accord vehicles, under certain driving conditions, the software in the PCM causes a low pressure problem in the continuously variable transmission (CVT). This may allow the belt in the CVT to slip. If the belt slips, you may see a surge in RPM when driving at highway speeds. If the belt slips long enough, the transmission will be damaged, and DTC P1890 (CVT speed control system) will set.

What will Honda do?

To prevent permanent transmission damage related to the software in this action, **Honda strongly recommends having your vehicle updated as soon as possible.** Honda will update your vehicle's software **free of charge.** Please contact any authorized Honda dealer for an appointment. Please plan to leave your vehicle at the dealer for at least a half a day to allow them flexibility in scheduling.

If your malfunction indicator lamp (MIL) is ON with DTC P1890 stored, the transmission may need to be replaced in addition to the software update. This work will be done free of charge.

California Owners Only:

The DMV will not renew your registration until this emissions recall has been completed. After completing the repair procedure, your dealer will give you a Vehicle Emission Recall - Proof of Correction certificate. Please make sure the dealer completes and gives you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

Lessor Information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2015-16 Accord involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records..

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. You can also locate a dealer online at Honda.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

1:00

Septiembre del 2016

Actualización de producto: Código DTC P1890 – Accord 2015–2016

VIN: 1HGCR2F39FA [REDACTED]

Estimado [REDACTED]

En algunos vehículos Accord 2015–2016, bajo ciertas condiciones de manejo, el programa en el PCM ocasiona un problema de presión baja en la transmisión continuamente variable (CVT). Esto permite que la correa en la CVT se deslice. Si la correa se desliza, usted puede ver un aumento súbito en las RPM cuando conduce en velocidades de autopista. **Si la correa se desliza suficientemente, la transmisión se dañará** y el código DTC P1890 (sistema de control de velocidad de la CVT) se generará.

¿Qué hará Honda?

Para prevenir daño permanente a la transmisión relacionado con el programa en ésta acción, **Honda le recomienda encarecidamente actualizar su vehículo lo más pronto posible**. Honda actualizará el programa de su vehículo, **sin costo alguno**. Por favor comuníquese con cualquier concesionario autorizado Honda para una cita. Por favor haga planes para dejar su vehículo en el concesionario por lo menos por medio día, para permitir flexibilidad en la programación.

Si la luz indicadora de fallas (MIL) está ENCENDIDA con el código DTC P1890 almacenado, la transmisión podría necesitar reemplazo además de la actualización del programa. Este trabajo se realizará sin costo alguno.

Solamente propietarios en California:

El DMV no renovará su registro hasta que esta campaña de seguridad de emisiones haya sido completada. Después de completar este procedimiento de reparación, su concesionario le entregará un certificado de Prueba de Corrección – Campaña de seguridad de emisiones del vehículo (Vehicle Emission Recall - Proof of Correction). Por favor asegúrese que el concesionario complete y le entregue el certificado. Mantenga el certificado para sus registros como prueba que la campaña de seguridad de emisiones fue completada. Envíe el certificado para el DMV solamente si el DMV lo solicita.

Información para el arrendador

Por favor envíe una copia de esta notificación al arrendatario.

Qué debe hacer si considera que esta notificación es errónea

Nuestros registros indican que usted es propietario o arrendatario de un vehículo Accord 2015–2016, el cual forma parte de esta actualización de producto. Si no es el caso, o si la información de nombre/dirección no está correcta, por favor llene y devuelva la tarjeta de cambio de Información anexa con el porte pagado. Con esto actualizaremos nuestros registros.

Si tiene preguntas

Si tiene preguntas acerca de ésta notificación o si necesita asistencia para ponerse en contacto con un concesionario Honda, por favor comuníquese con Atención al Cliente de Automóviles Honda al 1-888-234-2138. Usted también puede ubicar un concesionario en línea en HondaCars.com. Los clientes en territorios de Estados Unidos, por favor comuníquese con su concesionario/distribuidor local.

Le pedimos disculpas por cualquier inconveniente que esta campaña pudiera causarle.

Atentamente,

American Honda Motor Co., Inc.
División Automotriz de Honda

Boyd Honda of South Hill, Va.

1121 E Atlantic Street
 South Hill, VA 23970
 (434) 447-3111



2

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:30 p.m. Mon - Fri
 8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number				
12/06/17					
R/O Close Date	Status				
12/06/17	Pre-Invoice				
Mileage In	Mileage Out				
37885	37885				
Service Advisor / Tag #					
ANGELA HUGHES/964					
Vehicle Identification Number					
1HGCR2F39FA					
Delivery Date	In-Service Date				
8/19/15	8/19/15				
Year	Make	Model	Body	Color	License Number
2015	HONDA	ACCORD SEDAN	4DR I4 CVT LX	BLUE	

LAWRENCEVILLE, VA		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 99HOZ: RECALL CAMPAIGNS 17-069 REPLACE BATTERY MGMT SENSOR Tech: IRVING, PHILIP (079) Installed 38920-T2A-A04 :SENSOR, BATTERY REPLACED BMS SENSOR Qty: 1	Warranty Warranty
#2 - NIN: NO INSPECTION NECESSARY Tech: IRVING, PHILIP (079) Sub Total: .00	
***** * You may receive a survey from Honda on our performance. * * If you are unable to complete the survey with a score of * * "100" or "Excellent" please contact Chris Brown, Service * * Manager * *****	

1-877-382-4357
 Feder Trade Comm'n

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. * Her
 work hereinafter to be done along with the necessary material and
 responsibility to vehicle or articles left in the veh
 for any delays caused by
 I hereby r



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
07-JAN-2019

Repository

Reference No.
11164916

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City LAWRENCEVILLE State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address
 Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1HGCR2F39FA [REDACTED]

Make HONDA Model ACCORD Model Year 2015

Date Purchased 08-19-15 Dealer's Name and Telephone Number 434 BOYD HONDA OF SOUTH HILL 434-447-3111 Engine: No: Cylinders 4 Fuel Type: GAS

Original Owner ME Dealer's City SOUTH HILL State VA Zip Code 23970

Transmission Type C-V-T Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 21-DEC-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 52000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036) Original Equipment Failure Location:
 Prior Repair

Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
 Seat Type: Installation System:
 Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2015 HONDA ACCORD. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 17V418000 (ELECTRICAL SYSTEM) IN AUGUST OF 2017. THE VEHICLE WAS TAKEN TO BOYD HONDA OF SOUTH HILL VIRGINIA (1121 E ATLANTIC ST, SOUTH HILL, VA 23970, (434) 447-3111) WHERE THE BATTERY SENSOR WAS REPLACED, BUT THE FAILURE RECCURED. THE CONTACT STATED THAT THE BATTERY SENSOR REPLACEMENT WAS TO PREVENT THE BATTERY FROM DYING. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: [REDACTED]. THE APPROXIMATE FAILURE MILEAGE WAS 52,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. DEPARTMENT OF TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
DC 20077-9382
1200 NEW JERSEY AVENUE SE - WASHINGTON, DC ~~20590~~

OFFICE OF DEFECTS INVESTIGATION NE7 100

EXPECTED DELIVERY DAY: 03/07/19
USPS TRACKING NUMBER

9505 5143 8242 9064 0729 94

Department of Transportation
To: W48- 226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: DELIVERY CONFIRMATION
Sender:
Manufacturer:
Purchase Order:
DOT
3/11/2019 11:52:13 AM

107R, July 2013

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