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FROM THE DESK OF



May 18, 2019

National Highway
Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

Dear people,

Recently, my daughter was driving our 2013 Honda Accord when the power steering failed. She said that she was making a left turn when the steering suddenly became very difficult and the car did not right itself when coming out of the turn. Later, when parking, the steering failed again, making it difficult to maneuver the vehicle. No warning lights came on and I expected it was either low on fluid or had a loose belt and asked her to drive it home from college over the weekend.

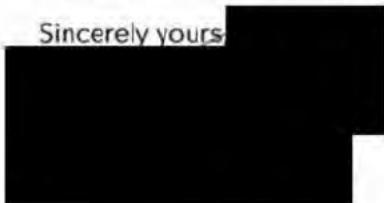
Meanwhile, I had a notice on my counter from Honda America stating that they extended the warranty on the steering assembly should the sensors fail with certain codes. As soon as possible, we took it to our dealer, Hendrick Honda of Bradenton.

Upon inspection, I was told that the sensors did not fail so the extended warranty did not apply yet the steering gear box was bad and needed to be replaced. Hendrick's Service Director told me that he contacted Honda America and that Honda would not assume responsibility for the repair because the torque sensors showed no errors.

I persisted, thinking Honda should be concerned about this as I understand a failure in the steering gear box is serious and should be a rare occurrence. Honda did not want to pursue a report or investigation and ultimately said they would offset the cost of the repair by about 50% if I would be content with that. Since the repair, I have read several reports of similar steering problems with this year and model and feel it necessary to report this to you.

Please contact me should you like more information.

Sincerely yours



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