

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

JUL 09 2019

NEF-DID

[REDACTED]
Elkton, MD

June 29, 2019

National Highway Traffic Safety Administration
NHTSA Headquarters
1200 New Jersey Avenue, SE.
West Building
Washington, DC 20590

CL-11231315-5414

Attn: Director of Consumer Complaints, or equal:

RE: Issues in Driving the 2004 Honda CR-V LX

Per the attached enclosure, I bring your attention to a host of issues with the 2014 Honda CR-V LX. Some of these issues are safety issues that should be examined further. In the least, is there a pattern of said issues recurring in subsequent years of the CR-V LX? And, should recalls for this vehicle be issued regarding a host of such performance problems?

I look forward to your reply.

Thank you,

[REDACTED]
Email: [REDACTED]

cc:
US DOT

Enclosure

NM
7.11.19
LD

ENCLOSURE

Elkton, MD [REDACTED]
June 29, 2019

Attn: Director of Consumer Affairs
c/o Honda, Automobile Division
American Honda Motor Company, Incorporated
1919 Torrance Boulevard, P.O. Box 2215
Torrance, CA 90509-9870

Dear Director:

RE: The Bad Experience of Owning a 2004 CR-V

I wish to share with you the horrible experience of being a 2004 CR-V LX owner, and why I will seriously consider the Toyota RAV-4 as my next vehicle. First, you should be aware that my present vehicle is my third CR-V in a row. The previous two are the older model (with rear-mount spare), both of which ran flawlessly performing only minimum maintenance required. I have a lengthy commute to work every day, and I needed a reliable vehicle to take the punishment of highway driving over city driving about 80% of the time. I got lucky when I fell upon the CR-V back in 2002 after test driving the 2002 Ford Explorer, Toyota RAV-4, and the Subaru Forester...the latter three of which did not suit my needs. Nor, did I wish to be a minivan driver which did not suit my personality.

Thus, I had no hesitation when it came to purchasing my third CR-V. But, from the initial test drive on, one cannot help but notice the bare-bones interior. With no pockets for storage (once located behind the older model's bucket seats), the cheap fabric forming the interior seating, and the cheap "plastic-y" interior, the entire initial experience is uninviting and disappointing. I did not let this discourage me, but in hindsight I should have turned tail and fled.

The joy continued shortly after the warranty expiration. At about 80K miles, as I recall, the front axle developed such a strong vibration (starting as low as 25 mph), I could not drive the vehicle. I took the vehicle to my ASE certified mechanic who confirmed the axle was bad. Why in the world should an axle go bad? It's not like I am performing stunts or off-roading with this vehicle. I can only wager that the axle was not dynamically balanced from the start. This repair was expensive, and the whole matter is rather upsetting.

Then, at about 110K miles, the cable release for the gas door snapped. For a short while, I was able to feel for the cable at the far end to open the gas door, tugging with needle nose pliers. But, it wasn't long before the cable disappeared within the cavity through which it must pass. At that point, I had to pry the gas door open.

Over all the miles, I should add, the onboard compass was perpetually recalibrating itself never reaching an end for its search for magnetic north. Although the owner's manual explains how

one should calibrate the compass, the features that the manual describes for calibrating the compass (and hopefully stop the futile search for magnetic north) DO NOT EXIST! WTF?

Then, at 130K, on Thanksgiving Day, the entire dashboard lit up like a Christmas Tree. Luckily, I could get the car to my ASE certified mechanic. He read the engine codes and diagnosed that the onboard computer was unable to track the position of key engine components related to the timing of the engine. Ultimately, it was determined that the timing chain, YES! The timing chain had yielded. My mechanic said one cause could be the lack of oil changes. I explained I changed the synthetic oil every 10K miles, per the onboard computer. (This is supported by the owner's manual which shows a convoluted chart effectively defaulting to the onboard computer, rather than an actual recommendation for timely oil changes. Thus, the driver is hopelessly at the mercy of the knowledge for Honda engineers that SHOULD know what they're doing when they designed the onboard computer programmed for 10K mile oil changes.

Let me share my mechanic was livid when he heard about 10K mile oil changes. He explained that, with special consideration for the live a typical oil filter, oil changes should be performed every 6K miles, at most. It is very possible that excess dirt circulating through the engine could have been the root cause of failure to cause the timing chain to yield. I should STRESS that your sales people and your mechanics will claim "a timing chain is good for the life of the engine." Once again, this was yet another costly expense for which I had to absorb the burden to pay due to Honda's poor engineering. All of these experiences are building my contempt for Honda.

Now, to add insult to injury, the radio / visual system was totally unresponsive after the timing chain repair. Yes, I am aware of the built-in, anti-theft device. Regardless of everything attempted to "wake" the radio system / visual console (including compass, fuel data, clock, and rear view camera) proved useless. And, I understand, it may cost \$200 minimum OR even upward to \$400 to have my local Honda dealer fix the CR-V radio system /visual console.

This is absolutely disgusting! You seriously want ME to pay to recover the lowest form of radio technology in the industry? No thief would want to steal your crap radio in the first place! Even more upsetting, I contacted your hotline for help with "awakening" the radio system. The representative had NO CLUE there's a (faux) flashing light on the radio to mimic that of a car alarm. Unfamiliar with this feature of the CR-V radio (which has been present on ALL my CR-Vs), he could not answer if this light is tied into the same fuse as the radio system. In fact, the representative was USELESS! FYI: This little flashing light might have been a quick indicator to prove if the radio's fuse blew or not (being difficult to access the fuse panel under the dash). Not as flexible as I used to be to bend down under the dash, my mechanic diagnosed that the fuse was NOT the issue here.

You should be so proud! You should be wallowing in the joy in knowing that, going on 8 months now, I have been driving my lengthy commute WITHOUT a radio, clock, compass, fuel data, nor back-up camera. ☹

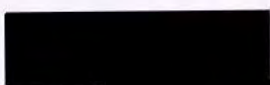

AS SUCH, FOR ALL I HAVE ENDURED, I WOULD GREATLY APPRECIATE A WAIVER FROM HONDA CORPORATE SUCH THAT MY LOCAL DEALER WILL

**NOT BILL ME FOR DIAGNOSING AND REPAIRING MY RADIO CONSOLE /
VISUAL PACKAGE.**

In conclusion, as mentioned, I will be seriously considering the Toyota RAV-4 for my next vehicle.

I look forward to your reply...**ESPECIALLY for timely resolution to the mute radio issue /
useless visual package all related to the radio, including the radio's "screen".**

Thank you,


Email: 

cc:
American Honda Motor Co., Inc. of Milwaukee, WI
US DOT
NHTSA

Elkton, MD

BALTIMORE MD 212

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