

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Case #11365569...2002 Honda CR-V with a/c compressor problem
Date: Monday, November 30, 2020 1:19:48 PM

From: [REDACTED]
Sent: Friday, November 27, 2020 6:39 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Case #11365569...2002 Honda CR-V with a/c compressor problem

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

Please see the attached repair estimate for the a/c condenser which now needs to be replaced. This was made possible because of the defective/faulty a/c compressor going bad which American Honda Motor Corp. Co. had installed into my vehicle when it was manufactured brand new in "2002." They knew about this well before everything happened and still refused to do anything about it!!! The condenser has yet to be replaced due to me not having the funds at present for the job to be done.

Thank you,

[REDACTED]

HORACIO AUTO SERVICE & BRAKES

ESTIMATE

(949)295-6183
 horacioautoservice@gmail.com
 23211 Cherry Ave, Suite H
 Lake Forest, CA
 92650

Date: 10/13/2020
 Year/Make/Model: 2002 Honda CRV

Description	Quantity	Part(s)	Labor
A/C Condenser		\$ 211.95	\$ 95.00
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	
		\$	

Subtotal Estimate

Tax

211.95 95.00
 8.00% 16.95

CA DSP

Total

323.90

Thank you for your business. This invoice is only an estimate.
 See us only please.

HORACIO

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Reference: "2002" Honda CR-V a/c compressor problem
Date: Monday, November 30, 2020 1:19:51 PM

From: [REDACTED]
Sent: Friday, November 27, 2020 1:45 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Reference: "2002" Honda CR-V a/c compressor problem

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Please see 3rd. and final email below sent to American Honda Motor Co., Inc.. This is regarding case #11365569..

Thanks again... [REDACTED]

From: [REDACTED]
Sent: Thursday, October 15, 2020 1:10 PM
To: natalie_kumaratne@ahm.honda.com <natalie_kumaratne@ahm.honda.com>
Subject: Reference: "2002" Honda CR-V a/c compressor problem

Hello Natalie,

Hope all is well with you. I just wanted to check in with you to make sure Mr. Pulley has had a chance to read my letter I sent him yesterday via email. I'm sure he's busy nowadays and I will continue to wait for a response from him. Perhaps when time allows, you might consider getting back to me on his behalf, to let me know when Mr. Pulley is planning on contacting me.

Sincerely,

[REDACTED]

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: One last thing...P.S.-
Date: Monday, November 30, 2020 1:19:52 PM

From: [REDACTED]
Sent: Friday, November 27, 2020 1:41 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: One last thing...P.S.-

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see the email below that was sent to American Honda Motor Co., Inc.. This is regarding case #11365569.

Thank you.. [REDACTED]

From: [REDACTED]
Sent: Thursday, October 15, 2020 12:16 AM
To: carl_pulley@ahm.honda.com <carl_pulley@ahm.honda.com>
Subject: One last thing...P.S.-

Sent from [Mail](#) for Windows 10

My 2002 Honda CR-V now has only 116, 562 miles on it. Had Honda replaced the a/c compressor when the car was first taken into the Honda dealership as a gesture of goodwill and in honoring the recall, all of the recent expenses incurred by me and the harrowing experience of a near accident which could have been fatal to not just me and my fiancé but to other innocent victims as well, could have been prevented. I've seen on the internet how Honda via the class action lawsuit settlement regarding the faulty a/c compressors on certain 2002- 2006 CR-V's, had offered certain remedies over the years to the owners of certain CR-V's affected by the faulty a/c compressors. Please put yourself in my shoes and hopefully you'll have it in yourself to do the only thing which should be done here, that being the right thing.

Sincerely,

[REDACTED]

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 2002 Honda CR-V.... A/C Compressor Recall
Date: Monday, November 30, 2020 1:20:00 PM

From: [REDACTED]
Sent: Friday, November 27, 2020 1:30 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: 2002 Honda CR-V.... A/C Compressor Recall

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

To substantiate my case, (reference #11365569), please see the email below sent to Mr. Conrad Pulley, (Public Relations/Customer Satisfaction Manager), at American Honda Motor Co. Inc. in Torrance, Ca.. This letter commenced my efforts of reaching out to American Honda Motor Co. Inc. regarding my misfortune I was made to suffer because of a faulty/defective a/c compressor they had included in my 2002 Honda CR-V at the time of original manufacture. I will also provide/forward (2) additional emails sent for you to consider. Please do know, that as of this writing, I never received anything back from American Honda Motor Co. Inc. letting me know that they have no intentions of assisting me with this terrible situation they provided me with and made me suffer through! I was however told over the phone a few weeks ago when I called to follow up on my case, by a customer service rep. of theirs, who goes by the name of "Nadine S.," that there is nothing they're willing to help me out with. Reason being, the vehicle is out of warranty. Thank you again for all your time and lending me your listening ear.

Sincerely,

[REDACTED]

P.S.- For the record, I recently checked out the rating American Honda Motor Co. Inc. in Torrance, Ca. has achieved/earned over the years with the "BBB," the Better Business Bureau, and it came back with a rating of "F." Why does this not surprise me? You should see all the bad and negative comments/remarks that dissatisfied customers of theirs have left over the years.

From: [REDACTED]
Sent: Wednesday, October 14, 2020 9:25 AM

To: jeff_conrad@ahm.honda.com <jeff_conrad@ahm.honda.com>

Subject: 2002 Honda CR-V.... A/C Compressor Recall

Sent from [Mail](#) for Windows 10

Hello Mr. Conrad,

I'm contacting you to see if you may have it in yourself to assist me with a problem that I was made to suffer the consequences of and caused by a vehicle manufactured by Honda Motor Co.. Please do know, I'm fully aware of the class action lawsuit filed against Honda Motor Co. in the past regarding all of the a/c compressor problems with some of your vehicles. Unfortunately, my CR-V with a VIN number of (JHLRD78862C [REDACTED]), was and has been affected by a faulty compressor. The problem originated back on 7/6/2007 at (52,071) miles, at which point the car was taken to Norm Reeves Honda in Cerritos, Ca...It was brought to the attention of the service dept. that the a/c was only blowing cold air sometimes and sometimes not. After the car was serviced and the problem rectified, I had a repair bill amounting to \$404.31. I have all the maintenance records to substantiate this. In trying to keep this as short as possible, I've had continuous a/c problems on and off over the years, and a few days ago was almost involved in what could have been a very bad accident. My fiancé was in the car with me at the time and can be considered an eye witness if it comes down to it. What ended up happening is that the power steering went out and I almost lost total control of the car because I was no longer able to properly turn the steering wheel. It had locked up on me and luckily with all my years of driving experience, I was able to safely get the car to the nearest repair shop. Boy was that a frightening experience for myself and my fiancé! What made all this possible was that the a/c compressor locked up even though I hadn't been using the a/c/ for the longest time since it was no longer blowing cold air as it should. When that happened, the compressor literally snapped the serpentine belt in half. I have that as evidence in the event I should need it.

In conclusion, it cost me \$990.00 to get the serpentine belt, a/c compressor and condenser replaced. I have the receipt in my possession for this and will gladly furnish you with it upon request. I hope you understand all the grief, hardship and inconvenience I've been made to suffer through because of a situation made possible by Honda Motor Co.. Thank God I and my fiancé didn't end up in the hospital or worse yet in our graves. I'm hoping after you've read my letter here that you will do what I consider to be the only right thing to do under the circumstances shared with you above. Also, I wanted to inform you that I contacted the Honda Recall people a few months ago before all the recent things regarding the a/c compressor happened, asking for assistance only to be tuned down and forced to accept "NO" as the answer.

Thank you for your time and looking forward to hearing from you soon,

[REDACTED]
[REDACTED]

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Completed Vehicle Owner's Questionnaire Form...Case [REDACTED]
Date: Monday, November 30, 2020 1:20:57 PM

From: [REDACTED]
Sent: Wednesday, November 25, 2020 2:05 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Completed Vehicle Owner's Questionnaire Form...Case # [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Happy Holidays!

Please see attached following documents regarding the above mentioned case.

Thank you,

[REDACTED]

P.S.- Also please know, because the defective a/c compressor installed by Honda Motor Corp. when the car was manufactured in "2002" seized, (froze up), it succeeded at ruining the a/c condenser which has yet to be replaced. Reason being, I don't have the funds at present, (quote for this repair job is \$325.00). The vehicle's a/c is still not blowing cold air because of this.

New Jersey Law Journal

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Volume 167

Business & Law



WOT CARS: Among the models that were the subjects of the suit was the 2004 Honda CR-V, which allegedly had defective compressors that were prone to breaking down and damaging other air-conditioning system components.

Honda Will Pay \$38M To Settle Suits Alleging A.C. Malfunction

By David Gialanella

Plaintiffs claiming defective air-conditioning systems in Honda and Acura vehicles have settled their class-action suit with the car maker for \$38.5 million.

The company agrees to reimburse owners for past and future

repairs to as many as a million vehicles and to pay an additional \$2.52 million in attorney fees.

The settlement in *Alin v. Honda Motor Co.*, 08-cv-4875, which U.S. District Judge Katherine Hayden in Newark approved on April 13, took effect Monday.

The suit was filed on Sept. 26,

2008, alleging that Honda and its Acura division made vehicles with poorly designed or malfunctioning air-conditioning units.

The plaintiffs claimed breach of express and implied warranty, breach of the duty of good faith and fair dealing, negligent misrepresentation, unjust enrichment and statutory and common-law fraud, and sought injunctive relief.

Hayden granted Honda's motion to dismiss the breach-of-implied-warranty and unjust-enrichment counts, but allowed the other causes of action to continue.

The suit was consolidated with a similar case in the North District of California, and the plaintiffs sought class certification for purchasers and lessees of at least 12 Honda and Acura models.

The class was reduced to include those who bought or leased the model year 2005 to 2007 Honda Odyssey, the 2002 to 2004 Honda CR-V and the 2004 Acura TSX. A second amended complaint assigned a lead plaintiff in a subclass for each vehicle.

The Odyssey allegedly had condensers that were susceptible to damage from road debris kicked up during travel, while the CR-V and TSX allegedly had defective compressors prone to breaking down and damaging other air-conditioning system components.

During discovery, the parties entered mediation and reached a deal, which Hayden preliminarily approved last September.



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 (Do Not Fill In)

Date Received

1/10/07

Reportable ☐

21 OCT 2007

Reference No.
11245548

CONTACT INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LAGUNA HILLS State CA ZIP Code [REDACTED]
Evening Telephone Number [REDACTED]

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 rules and procedures in the agency's Privacy Act notice. See 49 CFR 58.1071 (Rev. 5/2004).

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side JH4BJ78862 [REDACTED]		MAKE HONDA	Model CR-V	Model Year 2002
Date Purchased JANUARY 2007	Owner's Name and Telephone Number NORM REEVES HONDA (562) 345-9100		Engine No. Cylinders 4	Fuel Type GASOLINE
Original Owner ☐	Dealer City CERRITOS	STATE CA	ZIP Code 90703	
Transmission Type AUTOMATIC	☐ Anti-Lock Brakes ☐ Cruise Control	Powertrain 2.4 LITER	Multiple Failures	Incident Date(s) 11 OCT 2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 910000 STEERING, 110000 ELECTRICAL SYSTEM, 940000 ENGINE (PWR)	Failure Mileage 116,197.2	Failure Speed 35
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example: P215/55R15)
DOT No. (Example: 30TMA1 64BC134)	☐ Original Equipment ☐ Aftermarket	Failure Location
Tire Component Code	Tire Failure Type(s)	

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), injury(es).)

Crash ☐ Yes ☒ No	Fatality ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Please provide description of incident(s), crash(es), injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure. (A police report or regional (and state) police available).

T1. THE CONTACT OWNS A 2002 HONDA CR-V. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 35 MPH, A GRAYISH-WHITE SMOKE BEGAN TO EMIT FROM UNDERNEATH THE ENGINE WITHOUT WARNING. AS THE VEHICLE BEGAN TO SMOKE, THE CONTACT LOST COMPLETE POWER. STEERING ALSO WITHOUT WARNING. WITH EXCESSIVE FORCE, THE CONTACT WAS ABLE TO DRIVE THE VEHICLE INTO AN INDEPENDENT MECHANIC. AT THE CONTACT HEARD A LOUD ROOMING SOUND EMIT FROM THE VEHICLE. THE INDEPENDENT MECHANIC DISCOVERED THAT THE SERPENTINE BELT HAD SNAPPED IN HALF WHICH THE MECHANIC LINKED TO HIS DEFECTIVE AIR CONDITIONER COMPRESSOR. THE CONTACT INITIALLY EMailed HONDA CUSTOMER SERVICE ABOUT THE DEFECT AND A REPRESENTATIVE CALLED HIM BACK TO INFORM HIM THAT A LETTER IN REGARDS TO THE FAILURE WOULD BE SENT TO HIM. THE CONTACT HAD YET TO RECEIVE THE LETTER. THE VEHICLE HAD BEEN REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 116,197.2.

To |

Cc Bcc

Fw: HONDA CR-V RECALL INFO...LAWSUIT FILED ON 9/26/2008....

From: [REDACTED]

Sent: Saturday, October 17, 2020 12:02 PM

To: [REDACTED]

Subject: HONDA CR-V RECALL INFO...LAWSUIT FILED ON 9/26/2008....

The suit was **filed on** Sept. 26, 2008, alleging that **Honda** and its Acura division **made** vehicles with poorly designed or malfunctioning air-conditioning units. ... The **class** was reduced to include those who bought or leased the model year 2005 to 2007 **Honda** Odyssey, the 2002 to 2004 **Honda CR-V** and the 2004 Acura TSX.

                   ...

Send | v

Discard

     ...

Draft saved at 2:25 PM