

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

April 14, 2024

[REDACTED]
Iowa City, IA
[REDACTED]

U.S. Department of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

To Whom It May Concern,

My wife and I bought a new Honda CRV in 2022 that we've used regularly ever since. We've been driving Hondas since 2007, when we bought our first Honda Fit. We eventually traded it in in 2015, replacing it with a second Fit. In 2022, new Fits were no longer available, so we traded it in for a new Red CRV, VIN 2HKRW2H86N [REDACTED]

We are having a problem with the windshield, and it's unlike any problem we've experienced with any of the approximately 20 vehicles we've owned since the late 1970s.

Please see the attached letter that I sent to Honda Customer Service, and Consumer Reports.

I'm hoping this safety issue is not widespread, but if it is, it needs to be addressed.

[REDACTED]

April 14, 2024

[REDACTED]
Iowa City, IA
[REDACTED]

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop: CHI-5
1919 Torrance Blvd.
Torrance, CA 90501-2746

To Whom It May Concern,

My wife and I bought a new Honda CRV in 2022 that we've used regularly ever since. We've been driving Hondas since 2007, when we bought our first Honda Fit. We eventually traded it in in 2015, replacing it with a second Fit. In 2022, new Fits were no longer available, so we traded it in for a new Red CRV, VIN 2HKRW2H86N [REDACTED]

Early on, I noticed something odd with the windshield. On sunny days, it looked like it had been finely sandblasted, but under normal driving conditions, it was relatively unnoticeable, so I shrugged it off. Then the pitting and chipping started. A couple of tiny pits started showing up, but they were too fine to require a windshield repair. But about a year after we bought the CRV, we got a chip in the glass. It was smaller than a dime, so we paid \$79.50 to have our CRV dealer, Billion of Iowa City, repair it. But since that chip, we've had five more small chips pop up, two of which showed up after a recent round trip of about 160 miles. And while they are all probably too small for an effective repair, they are all visible when driving. As for the "sandblasting" on the windshield, it's worse than ever. Our current mileage on the CRV as of our last trip is 45,849.

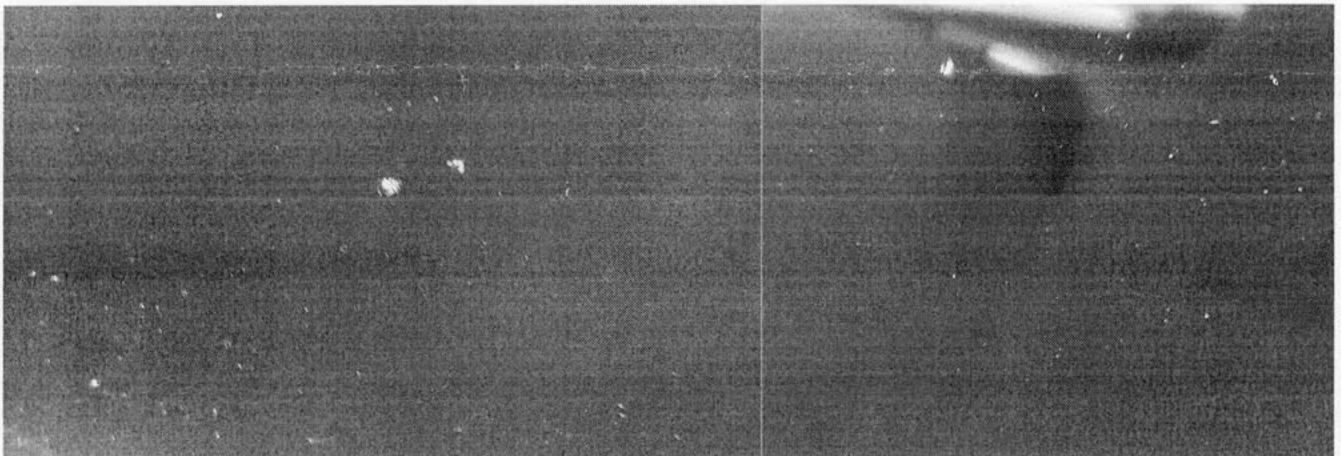
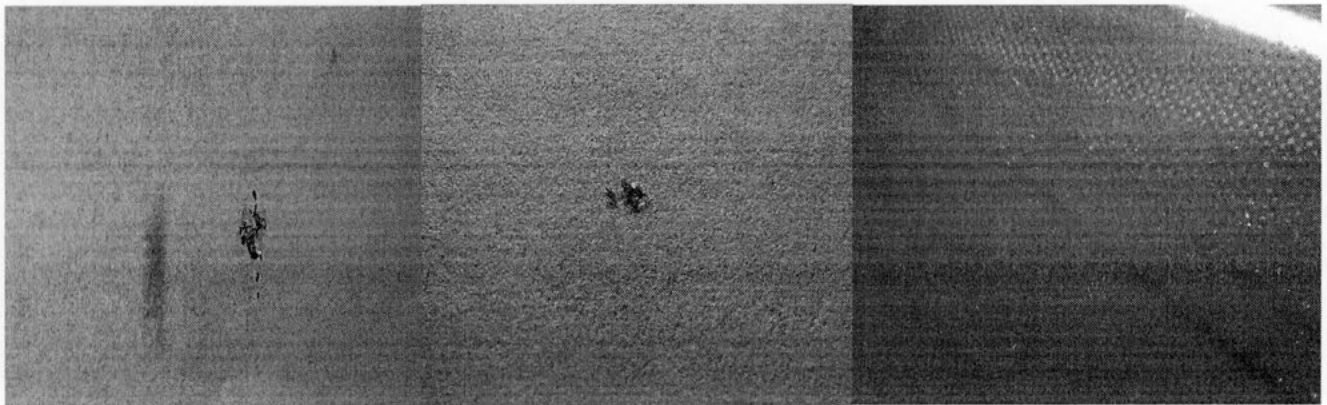
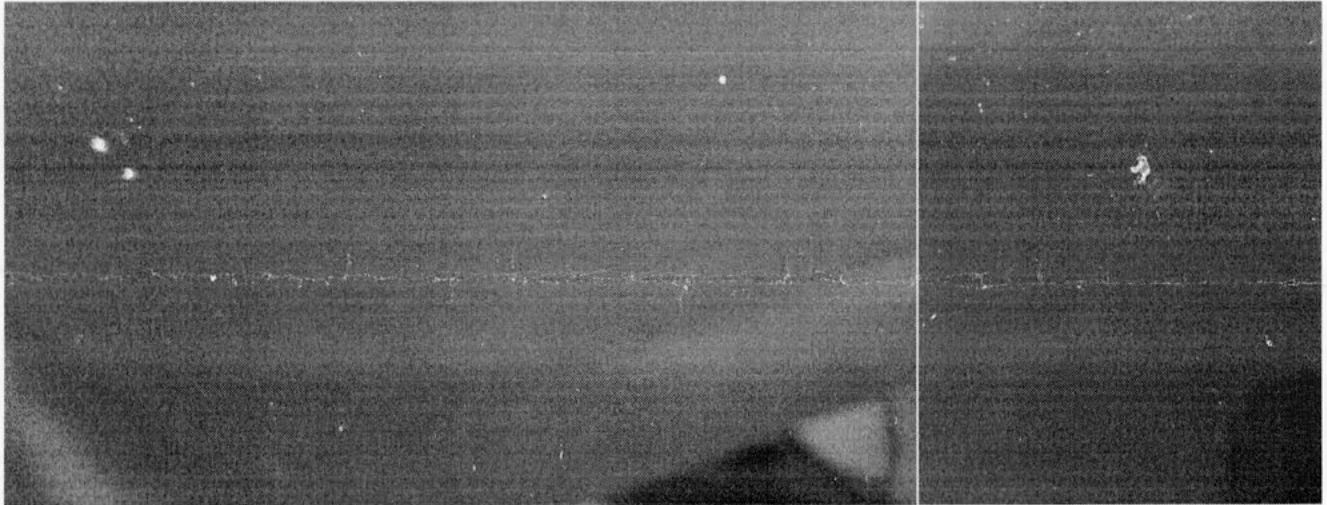
Over the years, we've owned about 20 vehicles from a variety of manufacturers, and I've never seen anything like this windshield flaw on any other car. Never. No windshield material should be this susceptible to damage from normal use like this. I don't know if this is the result of a bad batch of glass from a Honda supplier, or this is a widespread cost-cutting engineering change that went sour. All I know is I never had this problem with my two Honda Fits, or any other vehicle I've owned. I'm not at all happy with this situation, and I do not look forward to driving any longer with such a brittle, unsafe windshield.

Sincerely,

[REDACTED]

CC: Consumer Reports, Yonkers, NY
CC: U.S. Department of Transportation, Washington, DC

Red 2022 Honda CRV
Purchased at Billion of Iowa City
Delivery date: 31 Jan 2022
VIN: 2HKRW2H86N [REDACTED]
Mileage on date of photos: 45,849





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