

July 29, 2016

American Honda Motor Co., Inc.

Automobile Customer Service

P.O. Box 2964

Torrance, CA 90509-2964

AUG - 5 2016

To Whom It May Concern,

After being a Honda owner for 30 years, it is with disappointment that I am having to write this letter. In 1985, I purchased my first Honda. A 1985 Prelude. I took a lot of ribbing from my "buy American", "you bought a rice burner" friends. Well, 30 years later some of them now own Hondas because they saw how well my Hondas have performed over the years. My family owns at this time 10 Hondas. Over the past 30 years we have owned close to 20 Hondas. Just this past year we purchased a 2015 CRV from the same dealership that sold us our 1985 Prelude. Unfortunately that will be our last.

My wife and I purchased a 2008 Accord. If this car had been my first Honda, I would never would have purchased another one. It all started with the car burning oil. What?! A Honda that burns oil? After doing an oil consumption test, and since it was still under warranty, the dealership replaced the pistons and rings. Many people had the same problem and had to repair their own vehicle. I have found that those people have filed and won a class action lawsuit against Honda and are now getting reimbursement checks sent them.

So, now problem two has shown up. Every time you start the car, especially when it is a cold start, there is a loud rattle. This rattle is getting worse and more frequent. After going to [REDACTED] found that the problem is with the VTEC Actuator. I notified Honda and was given a case number [REDACTED] and was told to take it to my local dealer for official diagnosis. My dealer confirmed it was the actuator. They stated that they have had problems with them and have had to replace some twice! On line web sites state that most of the 2008 Accords are having the same problem!

I called with the confirmed diagnosis and was given the scripted line, "Honda, at this time, sees this as a noise problem only. It does not affect the performance of the vehicle. And since my Honda is out of warranty (8 years old and a whopping 75,000 miles on it) Honda will not cover any of the repair cost (\$695.00)." Is this what MY American Honda Company has come to? You know you have a defective part (bad rings, bad airbags, VTEC actuator) and it takes lawsuits to get them fixed? Your customers deserve better.

It is with the disappointment of being a 30 year customer that I must now tell my story to my family and friends and people I see, that Honda no longer stands behind their product. Even when their own technician's state that there is a problem. That you should visit web sites such as [REDACTED] which shows the 2008 Accord as a model to avoid like the plague! Honda has never been a brand to question when it comes to dependability and reliability. So I ask you to restore my faith in your product and fix this issue! Don't make your loyal customers resort to lawsuits or even worse, no longer purchase your product!

Sincerely,

[REDACTED]

Bettendorf, IA [REDACTED]

2008 Accord-1HGCP26878A [REDACTED]

Cc:Administrator

National Highway Traffic Safety Administration

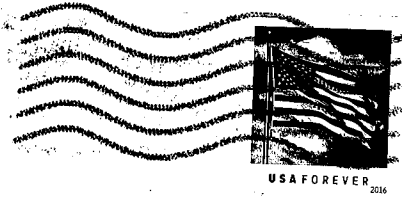
1200 New Jersey Ave., SE

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