

Fort Worth, TX

April 27, 2013

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

MAY - 8 2013

U. S. Department of Transportation
National Highway Traffic Safety Administration'
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Re: My new CX

Honda has problem with this new vehicle and its gas tank.

I have had nothing but problems from the day I drove the car off the lot April 3.

Please all attachments.

I have reason to believe from comments from local Honda service representatives
this problem with the gas tank is not limited to just my vehicle, especially when Honda ordered the local
dealer to remove the tank and replace it and components with new one(s).

NAM
51013
SMD

[REDACTED]
Fort Worth, TX [REDACTED]
April 27, 2013

[REDACTED] (owner)
Frank Kent Honda
3400 W. Loop 820 South
Fort Worth, TX 76119

CF

Re: My new Honda CX; and attached emails

I purchased this CX April 3, within the first two weeks I made four trips to your service department for a "blinking" "check gas cap" notification on the video screen in the vehicle. The service representative simply pushed some buttons and the blinking stopped only to return again and again over several days. Telling my wife and I it was not a problem, probably just that cap not tight enough or "you did not tighten it when you last got gas."

Then Sunday, April 20, not only was the check gas cap notification blinking but then an orange reddish indicator light came on and was blinking. We pulled over, got out the manual which indicated a major component malfunction and we were to drive wait 10 minutes after shutting off the engine then drive at 31 miles per hour to the dealer (obviously you were not available Sunday). I showed up Monday and before I could get a cup of coffee was told by your service rep there was a major problem you had been ordered by Honda to remove the gas tank, etc., etc., and send to them and replace same on my car.

Earlier today I spend several hours in your dealership trying to work out a solution, your manager on duty (office in front to left of front door in desk on extreme right going into that office) said he would take back my car put me in another just like it only a different color if I would pay an additional 100 dollars a month over 36 months for an additional total of \$3600 or he could put me into another "upgraded" car from what I have (leather seats, etc.) but I would have to pay \$200 more per month for a total of \$7200 more. I am not a dumb ass and did not just crawl out from under a rock neither of these was only adjustment for a damaged NEW car which was in that condition when I first received it.

This is my second Honda with you and my wife has purchased three Cadillac from you, the most recent approximately 2 weeks before I picked up my car. Something is definitely wrong with this picture and instead of going over what I think should be done again, I ask you to read my emails and see what you can do to help out in this situation either through FK, FK and Honda, or Honda and then push it through.

[REDACTED]
cc: Jeff Jones; Lyman King; Honda Torrance, CA; Office of Consumer Protection, TX Attorney General;
US Dept of Transportation National Highway Traffic Safety Administration; Problem Solver
Star Telegram and Dallas Morning News

Good Morning John

ym

Sent: Friday, April 26, 2013 11:42 AM

To: jgarza@frankkenthonda.motosnap.com

Please know that I am not ignoring your phone calls, I just prefer to have a "paper trail" of what I have said to you.

I also need you to know that this "problem" has nothing to do with you and if I gave you that impression, please accept my apologies.

I also acknowledge that FK did not build this car, and it is only the representative for the company and simply have a franchise to sell those vehicles.

Having said that however, I do believe that some type of "adjustment" is in order since the problem started within two weeks of my picking up the vehicle and reading the manual in the car, obviously Honda knew of a possible problem, when it relates when this takes place and certain "blinking, etc." takes place, one is to stop, shut off engine wait 10 minutes then proceed at 31 miles per hour to the nearest dealer. Being a Sunday, last, there was no dealer to drive to until the Monday morning I drove to your dealership. (Have you ever driven on the Interstate at 31 miles per hour, you take your life in your hands, that is what happens (and it is against the law to drive on the shoulder)).

Ideally, I would prefer to bring you this car, give you the keys and I drive out with another new one (same everything including color, etc.) and be on my way with no extra cost or money out of pocket to me. I do realize the logistics of this would be huge since the lease with vin number etc has already been done and insurance with vin of this car already of record with them; but that first and foremost is what I would like.

If under no circumstances this is agreeable, then I believe this car should be discounted from the original agreed to cost and a check issued to me to pay for the trouble and worry about future problems (either from FK, Honda or a combination of the two, makes no difference to me). This would probably be the best way to handle this problem as long as I do not give up any legal warranty rights should the problem happen again.

Lastly, the present lease be cancelled, and a new one refigured after an additional discount on the cost of the vehicle is done thus reducing my payments on the life of the lease (new 36 months).

We have purchased several vehicles from FK, my wife has purchased three, in a row, Cadillac's (the third just 2-3 weeks before I pick up this vehicle so it is not like we "shop" around for cars, we come back to FK over and over because of your reputation. This is my fifth leased Honda (approx. every two years) my second from FK (first one purchased) so I know this situation is not usual for Honda.

I repeat what I said in an earlier email, "I believe your service department believes the problem is fixed;" but that is really not the issue, which is: a major component failure in a new car within two weeks of picking it up. What is next?

Thanks for reading, you have my permission to share this with anyone at FK, including the owner(s), as well as Honda.

See you around 10 am Saturday (tomorrow).

I do not have classes on Tuesday or Thursday so I am usually not in my office or even on campus on those days, please call me at home if you need to speak with me.

cm

[Redacted]

Fort Worth, Texas [Redacted]

Fax [Redacted]

[Redacted]

"I hope I shall possess firmness and virtue enough to maintain what I consider the most enviable of all titles, the character of an honest man." George Washington

Another comment

am

Sent: Wednesday, April 24, 2013 9:10 AM

To: jgarza@frankkenthonda.motosnap.com

[REDACTED] just returned from taking grandchildren to Trinity Valley in my car and she states the smell of gas is still very strong in car. We are going to leave the car in the drive way with the doors open and trunk open hoping this will take care of the problem, perhaps this is simply left over from the change out.

This situation might not qualify for a swap out of cars under any law or regulation but some sort of adjustment should be made either by FK or Honda.

Have a great day.

[REDACTED]

I have no problem with you sharing my comments to anyone at FK or Honda.

[REDACTED]

Fort Worth, Texas [REDACTED]

Fax [REDACTED]

[REDACTED]

"I hope I shall possess firmness and virtue enough to maintain what I consider the most enviable of all titles, the character of an honest man." George Washington

my new car

copy

Sent: Wednesday, April 24, 2013 8:59 AM
To: jgarza@frankkenthonda.motosnap.com

John:

Just a few comments if I may.

Except for the smell of gas all the way home from FK last evening, the alarm has not come back on.

My wife said whoever called her 3 times about my car being fixed said the gas tank would be topped off, it was empty, the light on stating so when I picked it up.

I need you and whoever else to know, when I got the car on April 3 and the tank had already been replaced and I had been told of same, I would not have gotten the car, but another one instead. I do not believe a new car should start off "damaged" in some way.

I know your service manager assures me the problem is fixed and I believe he believes that to be true, but still it is a new car that has had a major repair on it and based on the comments that "Honda wanted a lot of paperwork submitted to them," I believe they are concerned about their car (legally, now mine).

I would like to know, and I am sure Honda can tell you, how many tanks nationwide have been replaced on this model shortly after purchase.

I believe some type of restitution should be made either by FK or Honda on this vehicle.

I will see you Saturday around 10 am.

[Redacted]

[Redacted]

Fort Worth, Texas

Fax

[Redacted]

"I hope I shall possess firmness and virtue enough to maintain what I consider the most enviable of all titles, the character of an honest man." George Washington

[REDACTED]
Fort Worth, TX [REDACTED]
April 27, 2013

CM

Texas Attorney General's Office
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548

Re: My new CX

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Please all attachments.

I have reason to believe from comments from local Honda service representatives this problem with the gas tank is not limited to just my vehicle, especially when Honda ordered the local dealer to remove the tank and replace it and components with new one(s).

I also believe I should be allowed to return this particular car and be given another new one in its place without further cost to me.

[REDACTED]

[REDACTED]
Fort Worth, TX [REDACTED]

April 27, 2013

com

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500-2N-7A
Torrance, CA 90501-2746

Re: My new CX

You have a problem with this new vehicle and its gas tank.

I have had nothing but problems from the day I drove the car off the lot April 3.

Please all attachments.

I expect you to do something about this to make it "right."

I have filed a complaint with the Department of Transportation National Highway Safety Administration as I believe you have a problem with this vehicle.

[REDACTED]

[REDACTED]
Fort Worth, TX [REDACTED]

April 27, 2013

cm

Katie Fairbank
Problem Solver
The Dallas Morning News
508 Young Street
Dallas, TX 75202

Ms. Fairbanks:

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[REDACTED]

[REDACTED]
Fort Worth, TX [REDACTED]

April 27, 2013

com

Dave Lieber
Watchdog
The Fort Worth Star Telegram
P. O. Box 1870
Fort Worth, TX 76102

Mr. Lieber:

Honda has problem with this new vehicle and its gas tank.

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[REDACTED]

