

10/08814

2004 DEC 10 PM 4: 25

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90501-2746

November 30, 2004

To Whom It May Concern:

I would like to file a complaint against Honda of Hollywood, who charged me \$68.00 to replace a part that had been officially recalled, and thus should have been fixed free of charge. The safety recall notice was for the ignition switch interlock in my 1998 Honda Accord.

On September 28, 2002, I took my car to Honda of Hollywood to have the defective part replaced. They did not charge me for the new part, but they did charge me a fee of \$68.00 to reconnect my alarm system through the new, working part.

At the time, this did not seem quite right to me, but I was not confident enough in my suspicions to inquire further. However, I have subsequently – and recently – received additional Honda mailings that emphasize the free nature of these kinds of repair. Now that I am looking again at the original recall notice and its insistence on the problem being corrected free of charge, I am compelled to write. I bought my Honda certified used, and I had the alarm installed in the car with the understanding that, as a certified car, all parts should be in working order at the time of purchase. Therefore, if an integral part of that certified car turned out to be defective, the entire process required to correct the problem should be free of charge.

I am writing to you to ask for a full refund of this \$68.00, which I feel was charged to me unfairly and dishonestly at the time the recall repair was done. I have attached a copy of the original invoice showing the charge, as well as a copy of the credit-card receipt showing that I did in fact pay the full amount.

Please remit reimbursement for the full \$68.00 charge to me at the following address:

Los Angeles, CA

If you need any further information, please do not hesitate to contact me at either

Thank you very much for your time

WAL
208
12/13/04

and your help.

Sincerely,

cc: Administrator at the National Highway Traffic Safety Administration

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**