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January 6, 2005

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U.S. Department of Transportation,  
National Highway Traffic Safety Administration,  
Office of Defects Investigation,  
NSA-10.01, 400 7th Street, SW,  
Washington, DC 20590.

Attn: Complaint Department  
Regarding: Recalls Vin # IHGCD5606V

I purchased a 1997 Honda Accord from my niece, Angela Munoz in September 2002 not knowing that a couple of recalls had been sent to her attention regarding the ball joints and air-conditioning problems that wasn't taken care of.

On July 12, 2004 I had to have AAA tow my Honda Accord to Community Tire Auto Service located at 530-546 S. Brea Blvd., Brea, CA 92821, 714-529-0393, B.A.R. AA # 107298 and E.P.A.CAL 000160934. I found out that the Honda Accord had a right front ball joint problem. Community Tire Auto Service repaired the problem and charged me \$350.85.

On December 7, 2004, I had to again have AAA tow my Honda Accord and had it towed to Service Auto Care located at 441 E. Imperial Hwy., Suite E, La Habra, CA 90631, 714-525-7588. I found out this time, that the Honda Accord had a left ball joint problem. Service Auto Care repaired the problem and charged me \$570.48.

I did not know that there were recalls on this vehicle and a friend of mine told me to check The National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-327-4236 and this is when I found out about these recalls.

On December 14, 2004, I called this number and spoke to Lester and he indicated that I should have had taken it to an authorized dealership. I told Lester that I just had it towed to a local auto repair shop that I was familiar with because I didn't know of the recall, let alone about taking it to an authorized dealership. Lester indicated that I take it to either the Honda dealership in Whittier or Buena Park and Lester was kind enough to give me the addresses and phone numbers of these two places. Lester indicated this because he wanted to make sure that these auto repair shops did the job correctly. I have had these auto repair shops work on my other vehicles and I haven't had any problems with the repairs. I did request for Lester to change the name of ownership to me in case there were any more recalls or other information I needed to know.

On December 28, 2004, I took the Honda Accord to the Community Honda located at 13839 E. Whittier Blvd., Whittier, CA 90607, 562-698-8191, Reg. No. AA085156 and EPA# CAD983607771. I talked to the Community Honda Advisors, Anthony Moran and Mack Rico Jr. Service Consultant, about the situation with my accord and they

*Jan*  
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indicated that the mechanics would check it out. Also, they would take care of the air conditioning recall. I picked-up my Honda Accord on December 31, 2004. The dealership didn't charge any fees because of the warranty.

I am submitting receipts that the work has been completed and paid for by me and I'm requesting that I get reimbursed for these repairs. I'm also including a "Consumer Information" form for your information.

Thank you for your consideration in this matter.

La Habra, CA

Encl.



# Office of Defects Investigation

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Recalls

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Form Approved: O.M.B. No. 2127-0008

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## Consumer Information

\* Denotes required field

Title :	Org. Name :
First Name : *	MI : <input type="text" value="S."/>
Last Name : *	
Address 1 : *	
Address 2 :	<input type="text"/>
City : *	Zip Code : *
State : * Please select state <input type="text" value="CA"/>	Country : UNITED ST
Daytime Phone : *	Ext : <input type="text" value="—"/> Evening Phone :
Fax :	<input type="text"/>
Email :	<input type="text"/>

There are occasions when NHTSA would like to provide automobile manufacturers with copies of questionnaires including personally identifiable information (e.g. name, address, telephone number, etc.). Manufacturers use these questionnaires to identify safety-related defects, analyze alleged problems, and correct defects. By providing manufacturers with questionnaires that contain personally identifiable information, manufacturers can contact owners to seek clarity, obtain additional details, and in some cases, inform owners of actions being taken to rectify the problem.

If you would like to authorize NHTSA to release this questionnaire (including your personally identifiable information) to the manufacturer of your vehicle, please check the "YES" box. Your personally identifiable information will be used only for the purposes described above. If you do not wish to authorize such release, please check the "NO" box and your personally identifiable information will not be released to the manufacturer.

See [Privacy Statement](#) below.

I hereby consent to the release of the personally identifiable information contained in this questionnaire to the manufacturer of my vehicle.

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**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).**