

Howell, NJ

March 1, 2005

In reply to: CC2 HON0562872: Thomas vs. American Honda Motor 2HKYF18613H

BBB Auto Line
4200 Wilson Blvd.
Suite 800
Arlington, VA 22203

Add to
16111687

To Whom It May Concern:

On January 25, 2005 I sent you a letter complaining about a recall repair of the transmission for my 2003 Honda Pilot (copy enclosed). I had to pay for the labor (copy of receipt enclosed) and Honda paid for the transmission. I do not believe I should have been charged at all. You responded to my letter in a letter dated February 2, 2005 (copy enclosed) stating that my claim was ineligible for arbitration because the vehicle exceeds the mileage requirements set out in the manufacturer's *Program Summary*. I respectfully disagree with this assessment because the repair dealt with a known defect that Honda accepted as such. I can understand if it is your policy not to arbitrate due to mileage, however, if it is the manufacturers policy I don't see what it has to do with my complaint.

I don't understand how the Honda Corporation can deny the cost of a repair in which their Safety Recall Campaign (copy enclosed) states that the work would be done free of charge - regardless of the mileage. Further, the reasoning that Honda gave you and me for not accepting the complete charges for the repair is suspect. Your letter of February 25, 2005 states that Honda's *Program Summary* says my vehicle exceeds mileage requirements. However, when I spoke to Ms. Joleen Zeleznicky (Honda Automobile Customer Service Representative), on 2/24/05 she told me they did not pay for the labor because the recall was completed on January 15, 2005. In other words, they installed the Oil Jet Kit from Service Bulletin 04-021 on that date.

Her statement is not true. I took my car to Willis Honda on January 15, 2005 fully expecting them to replace the transmission because I felt it slipping. I even requested a courtesy car at that time. Willis Honda claims they took the car on a road test but could not duplicate our concerns. They also stated that the 'check engine' light was not on and this meant nothing was wrong. Since I felt something was wrong, I had them note on the receipt (copy enclosed) that I felt the transmission was slipping. I did this hoping this would protect me in the event of transmission failure. Obviously it did not.

Further, if you read the Service Bulletin 04-021, the dealership was supposed to take computerized pictures of the transmission and evaluate them. I am sure you can request a copy of these photos to see if the transmission was defective or if the work was actually done. I am sure any real evaluation would have shown there was a problem; otherwise my transmission would not have failed a week later.

My contentions are: Firstly, what does the mileage have to do with a known, defective part placed in my car during manufacture? If mileage is a key, do all Honda's over 60,000 miles have to have their transmissions replaced? Secondly, if the repair was truly complete as Ms. Zeleznicky stated, why did the transmission fail exactly one week after the so-called repair? Finally, I realize this world is not fair, but Honda is 100% aware of this defect and I believe I am 100% justified in seeking reimbursement for the labor. I should not have had to pay for any of this work. I am asking that you re-open this case and give me a hand against this large corporation.

Thank you
[Redacted]

cc: American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, California 90501-2746

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

NAR
205
3/14/05

[REDACTED]
Howell, NJ

March 1, 2005

In reply to: CC2 HON0562872: Thomas vs. American Honda Motor 2HKYF18613H [REDACTED]

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

To Whom It May Concern:

In regards to the enclosed letters I am wondering if there is any help you can provide for this situation. I can be contacted by writing to the address in the letterhead or you may call me at [REDACTED]

Thank you
[REDACTED]

cc: American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, California 90501-2746

January 25, 2005

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

Subject: Spring/Summer 2004 Safety Recall Campaign: Automatic Transmission Second Gear Inspection, Recall Number 04V176000/Honda Service Bulletin 04-021

In reply to: [REDACTED]
2003 Honda Pilot, VIN # 2HKYF18613H [REDACTED], 70,800 Miles
Purchased From: Nasceif Honda, PA
Served By: Willis Honda, NJ
Service Dates: 1/3/05 & 1/24/05 For Recall Repair

Dear Sir or Madam:

We took our Honda Pilot to Willis Honda on two occasions to have the subject recall repair completed. On the second visit we were told what we already knew, that the transmission needed replacing. Cecilia, the Willis Honda Service Representative, also informed us that we would have to pay the labor charges. We do not believe we should be held responsible for these charges. We also believe we should be given priority to have a courtesy car as soon as one becomes available.

On the first visit on 1/3/05 we complained of feeling slippage in the transmission when shifting into second gear. We informed the service representative that this was not an everyday occurrence that it happened intermittently. Despite our concerns and because the check engine light was not on, Willis Honda chose to repair the defect in accordance with Honda Service Bulletin 04-21 for cars under 15,000 miles. We made sure they noted our concerns on the receipt (copy enclosed). We are also of the opinion that the complete inspection was not accomplished on the first visit because the pictures surely would have shown that the defect was present resulting in a replacement transmission at that time. Just as we knew it inevitably would, the check engine light came on and we made a second visit to Willis Honda on 1/24/04. At this point, they stated the transmission would have to be replaced.

We would like Honda to pick up the bill for not only the parts, but the labor as well. The recall notice (copy enclosed) we received states in part, "For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be

January 25, 2005

done free of charge. We also feel we have been tremendously inconvenienced by having to make two visits and should be able to get a courtesy car from Willis Honda. As of 1/24/05 we have the car in our possession. We are awaiting a call from Willis Honda to let us know that the part is in and they are ready to commence the repair. I am hoping we can resolve this situation without outside involvement. However, if it cannot be resolved between American Honda Motor Co., Inc., and ourselves we are prepared to go to arbitration.

Thank you.



cc: BBB Auto Line
Council of Better Business Bureaus
4200 Wilson Blvd., Suite 800
Arlington, VA 22203-1804

Administration
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

Spring/Summer 2004

Safety Recall Campaign: Automatic Transmission Second Gear Inspection

Dear Honda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd., has decided that a defect relating to motor vehicle safety exists in certain 2002-04 Odysseys and 2003-04 Pilots. Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lock-up, and a crash could occur without warning.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, **the dealer will replace the transmission.** If heat discoloration is not found, the dealer will install an oil jet kit. **This work will be done free of charge.** Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2002-04 Odyssey or 2003-04 Pilot involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with contacting a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

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).