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NHTHA

2005 MAY -6 AM 6:57

4-22-05

Gentlemen,

On December 12th 2004 I bought a 2005 Honda Accord ex-L vin.#1HGCM56825A [REDACTED] for my wife through my business. On approximately 3-23-05, my wife was driving the car and she informed me she went over a small pot hole and heard a horrible noise! When she got home, she asked me to check the car out. I inspected the tires, the wheels, and the underside of the vehicle and found no damage in those areas. When I stepped away from the car, I noticed the roof was severely buckled! The car only had 2800 miles on it at the time, well with in the bumper to bumper warranty.

On march 25th I called American Honda and talked with Carlisa Martin, claim [REDACTED] to file a complaint. Carlisa Martin informed me to take the vehicle to the nearest Honda Dealership. So I called Napleton Honda to speak with someone about looking at my vehicle, I was told that I would need to bring the car in to be inspected, and to have a service ticket written up on the vehicle. Service Manager Dan Striger looked the vehicle over, then he called the company America Honda and asked to talk to Carlisa Martin about the claim. He told Mrs. Martin he was not writing a work order ticket and said what for? Then Dan Striger advised me to take the car to a Honda bodyshop.

On 4-12-05 I called and talked with Steve Vincel about this problem, he said he would call and have a rep come to the Dealership to look at the car. He called me wright back and said a Honda Rep. Would be there on 4-13-05 between eleven and twelve noon. Carlisa also called back with the same information. John Lenon the rep, for American Honda looked at vehicle and said that maybe the sunroof had caused the buckle or maybe they repaired the roof at the factory on the line? I said to the rep, would you mind walking to the showroom. On the showroom, there were other 4dr accords ex with buckled roofs, but not as bad as mine! Also some of the new cars had buckled roofs! (Also not as bad as mine!)

After looking at the other Honda Accords with buckled roofs, Lenon said he would check to see if my car had been damaged or repaired on the assemble line and or in transit. Thinking he may have noticed some primer on the rear quarter panel. So I left my vehicle on 4-18-05 at the dealership, to have them repair the buckles in roof with Dent Man. The Service Manager said they had to take the power sunroof completely out and remove the headliner, in order to repair the roof. Went by to check the vehicle 4-20-05, I believe now that the vehicle looks worse. Still with Big buckles in roof! 6-8 in or better..... must see damage.....they want to repair and paint roof now, "As good will only", not under warranty. Carlisa Martin says turn it over to your insurance company.

My CONCERNS and my BELIEF is that there is a serious design defect in this vehicle, which could cause the roof to buckle further in the future. In return reduce its value, since I cannot be assured that the buckling will not continue to get worse! First of all I feel that Honda should refund my purchase price of \$22,872.00, replace the vehicle with one that has a CORRECTED DESIGN or structural condition that will prevent buckling in the future.

Sincerely,
concerned purchaser! Cell [REDACTED]

ST. Peter's Mo [REDACTED]

03/29/2005

National Highway Traffic Safety Administration

Packing List

NHTSA
People Saving People
www.nhtsa.dot.gov

400 Seventh St. S.W.
Washington D.C. 20590

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St.
Washington D.C.

Vehicle Safety
Recalls Unit

Case No.	7005000077
Date	03/29/2005
Class	4TH CLASS - USPS
From	[REDACTED]
To	[REDACTED]

ST. PETERS, MO [REDACTED]

NVS 211

Item	Description	Quantity	Unit
10P0001	Vehicle Owner's Guide - MOQ 60100	1	EA
Please report any problems to [REDACTED] or [REDACTED]			

CUSTOMER