

10128057

HONDA CBR1000RR TRANSMISSION

Dear Honda,

On November 2004 I bought a new Honda CBR1000RR from RIVA HONDA.

First oil change at 500 miles (gr4 10w40) and OEM oil filter.

After the first 500 miles on my CBR it seemed to grind 6th gear.

I called the dealer and talked to one of their service technicians.

They told me it might need more miles to break in the motor

And if it keeps grinding 6th gear to bring it in for service.

After 1500 miles it seemed to be ok

But just around 3000 miles it started to grind 6th gear.

I was riding to work when I felt my bike locking up. I slowed down to pull off

The road when the transmission locked up on me sliding the bike sideways.

I tried to go in first gear but it just started to grind. the only gear that was working was

5th gear so I road to Rick case Honda for service and told them what had happened.A week later they called to tell me that the gear fork for 6th gear was bent.

And what did the damage, and Honda felt this was a form of riding

Abuse to the transmission.

So then I called Honda to find out why they did not want to cover the repairs.

The next day a lady from Honda customer services called. her name was Aaron

So told me that the damage was from riding without using the clutch.

? If I was not using the clutch I think all of the gear forks would have been damaged

I told Aaron that I have been riding motorcycles for over 30 years

And never had this trouble

She told me that I need to learn how to ride a motorcycle and it was my fault for the

Damage. I could not beleive she told me this

I have owned many Honda motorcycles and never had a problem.

I feel that this is a manufacture defect and not some form of abuse.

And if Honda is a reputable company they would stand by their warranty.

And pay for the repairs.

Respectfully

23293

INVOICE

**RICK CASE
CYCLES INC.**18701 Rick Case Honda Way
Davie, FL 33321
954-343-0585
www.rickcase.comTOLL FREE
866-474-2522

06.15.2005

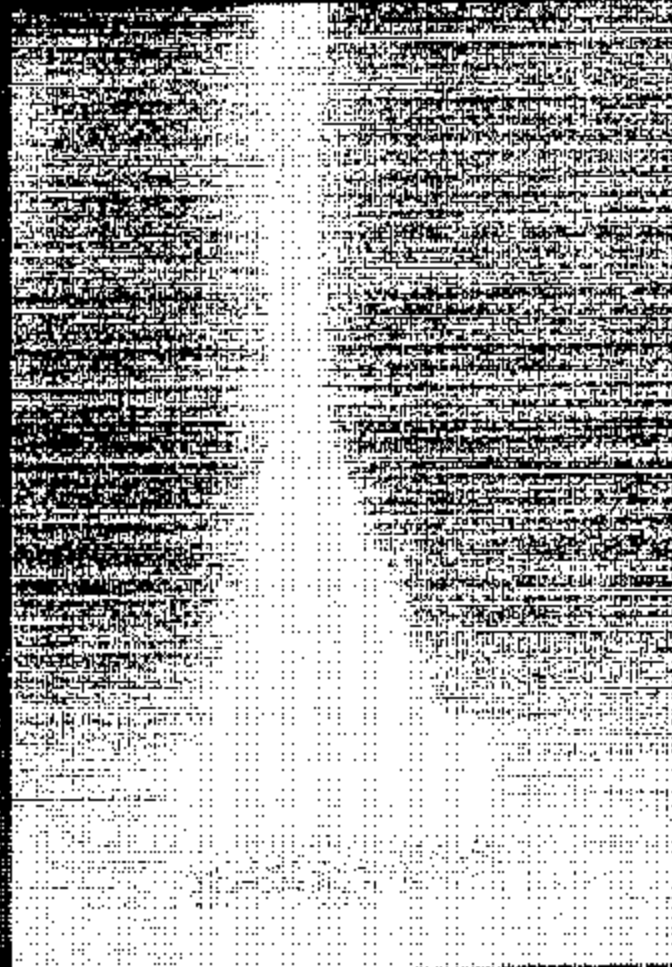
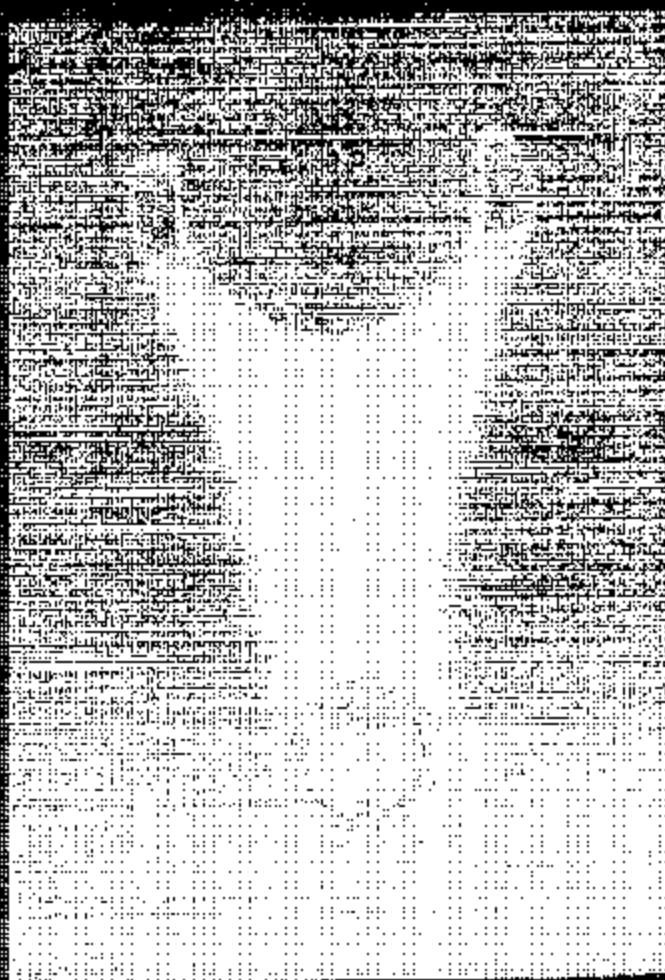
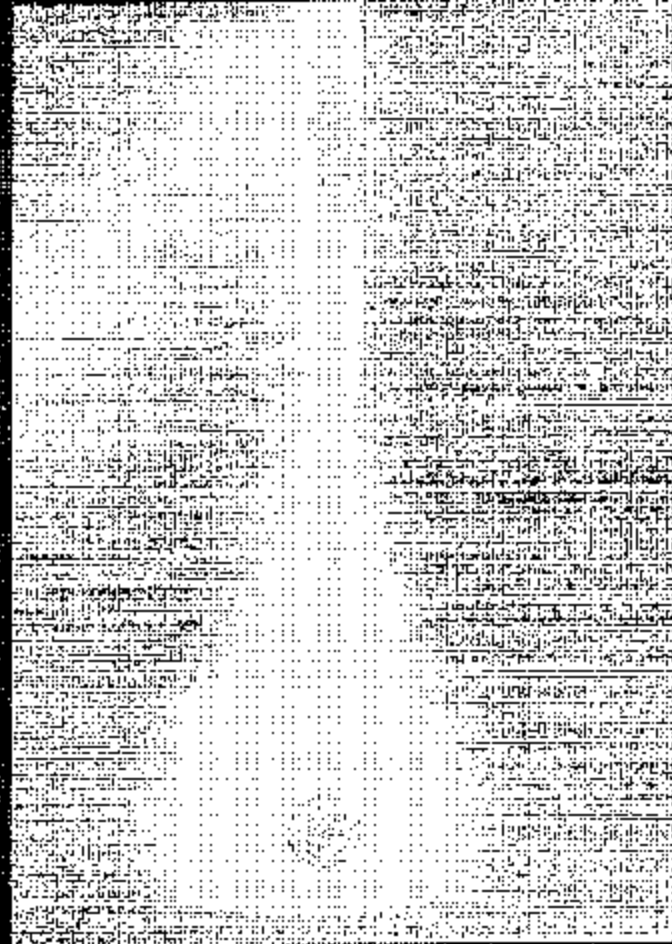
PAGE 1

SERVICE ADVISOR: 312 JUAN ANGEL

PLANTATION, FL

04	HONDA CBR1000RR	JH2SC57074M	3621/3621	T760A
01JAN04 IS	19:00 31MAY05	79.00	VM	07JUN05
OPTIONS: DLR:105662				
124 28M	61729 ON 27JUN05	WJ6Z 21 5005 12 29PM		

NAR
MAY
1/30/05



HONDA

AMERICAN HONDA MOTOR CO., INC.
P.O. Box 2220 Torrance, CA 90509-2220
(866) 784-1870

MOTORCYCLE CUSTOMER SATISFACTION SURVEY

PLANTATION FL

Dear

On 06/01/05 our Motorcycle Customer Service Representative had the opportunity to assist you. Now we need your help. We want to know how well our staff responded to your needs.

Your opinions and those of your fellow Honda riders are important to American Honda, and we would appreciate your taking a few moments to complete this survey. We depend on your answers to guide our future decisions and redefine our products and procedures.

Thank you for taking the time to let Honda know how we are doing.

Sincerely,

American Honda Motor Co., Inc.
Customer Support Department
Motorcycle Division

YOUR CONTACT WITH HONDA

1. How did you contact HONDA with your request for assistance?

- ☒ By phone
☐ By mail
☐ In person

Did you have to call more than once to speak to HONDA? ☐ No ☒ Yes
Was the time you were put on hold reasonable? ☐ No ☒ Yes

2. What were the reasons for your contact? Did you need...

- | | |
|---|---|
| ☐ Literature about Honda products | ☒ Warranty service for your vehicle |
| ☐ A manual for your motorcycle | ☐ Non-warranty repairs |
| ☐ Help with technical problems | ☐ Information about dealership locations |
| ☐ Information about parts availability | ☐ Other (specify): _____ |

3. How was your request received by our HONDA Motorcycle Customer Service Representative?
(Choose one)

- ☐ By mail ☒ By phone ☐ In person
☐ No one contacted me after my call or letter to HONDA
☐ I required no further contact

4. Which one of the statements below best describes your feelings about the action taken by HONDA to resolve your request for assistance? I was...

- ☒ Not at all satisfied ☐ Somewhat satisfied ☐ Satisfied ☐ Extremely satisfied
☐ I am still waiting for resolution of my request

5. Which one of the statements below best describes your satisfaction with the fairness of HONDA's decision in this matter? The decision was...

☒ Not at all fair

☐ Fair

☐ Extremely fair

6. How satisfied were you with your HONDA Motorcycle Customer Service Representative?

Please rate...

Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

The ability to talk or correspond with someone quickly. ☐ ☐ ☒ ☐

The courtesy of the HONDA personnel you encountered. ☒ ☐ ☐ ☐

The timeliness of the action taken. ☒ ☐ ☐ ☐

The overall support given to you in this matter. ☒ ☐ ☐ ☐

REGARDING YOUR MOST RECENT DEALER SERVICE VISIT

7. Which of the following did you have done? (Mark only one answer)

☐ Routine maintenance

☒ Repairs

☐ Both

☐ None, did not visit dealer
(Skip to question 11)

8. Was any portion of your recent service visit covered under warranty?

☐ No

☒ Yes

9. Was the work done right the first time?

☒ No

☐ Yes

If not, what seemed to be the problem? (Mark all that apply)

☐ Shop couldn't find the problem

☐ Shop caused new problem

☐ Problem was not completely fixed

☐ Parts were not available

☐ Broke again after being fixed

☒ Other: MISSING PART \$1000.00

10. How satisfied were you with your HONDA Dealership?

Please rate...

Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

The ability to talk or correspond with someone quickly. ☐ ☐ ☐ ☐

The courtesy of the HONDA personnel you encountered. ☐ ☐ ☐ ☐

The timeliness of the action taken. ☐ ☐ ☐ ☐

The overall support given to you in this matter. ☐ ☐ ☐ ☐

HONDA OWNERSHIP

11. Have you previously owned a Honda Motorcycle or ATV?

☐ No

☒ Yes → How many? 11

CT 50, CT 70, XR 80,

CB 200, CB 300, CB 550,

ATC 110, ATC 250

450 NIGHTHAWK, VTR 700

CB 1000RR

12. How likely are you to purchase another Honda Motorcycle Division product?

☒ Not at all likely

☐ Likely

☐ Very likely

☐ Extremely likely

13. Based on this recent experience, how likely are you to recommend a HONDA product to a friend or relative?

☒ Not at all likely

☐ Likely

☐ Very likely

☐ Extremely likely

Since your responses are compiled by computer, we do not have the opportunity to answer individual surveys. If you have specific comments or remaining questions, please contact the office shown at the top of the survey.

THANK YOU FOR YOUR PARTICIPATION!

**CERTIFICATE OF TITLE
AND/OR REGISTRATION**

COUNTY: **MYA** REG. REPORT#
10 2 NSR 1535

L# 1365883

T# 401178886
 BW 1108787
 RM 401179717

DECAL NUMBER 05522595	DECAL 5	BIRTHDATE MO DAY YR 07 17 66	EXPIRATION MO DAY YR 07 17 05	TITLE CODE TRB	INSURANCE TYPE COMPANY MC	PLATE TYPE MC	REGISTRATION TYPE MC	COUNTY NO. 1 10	DATE OF SALE MO DAY YR 11 13 04	PLATE NUMBER OR FLORIDA 89292G
TELEPHONE 91752752		VEHICLE/VESSEL IDENTIFICATION# JH2SC57074M			YR. MAKE 2004	MAKE OR MANUFACTURER HOND	BODY TYPE MC	CLASS 65	WG/LD/HTH 998	GVW/LDG 998
FUEL SYSTEM PROP		FUEL PROP		VEHICLE USE MC	VEHICLE TYPE MC	VEHICLE COLOR MC	VEHICLE COLOR BLK	IN OWNER FL/DL OR REGID# H320173862570		

Applicant / Owner's Name & Address

PLANTATION, FL

PLATE NUMBER 8 88 48	VEHICLE CLASS 8	VEHICLE TYPE 8	REG. FEE 6.10	SALES TAX 7.75	SALES TAX 25.00	SALES TAX 0.00	GRAND TOTAL 35.85
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ORIG NEW TITLE

Action Required:

STATE PREV. REG.

DATE ACQUIRED
10/23/2004

NEW

USED

ODOMETER/VESSEL MILEAGE

1 MILES 10/23/2004 ACTUAL

LIEN INFORMATION

DATE OF LIEN

FILE # OR FL/DL # AND SECOND DATE OF BIRTH

NAME OF FIRST LIENHOLDER (IF NO LIEN, ENTER NONE)

ADDRESS

☐ ODOMETER
DECLARATION
CERTIFICATION

VEHICLE USE
PRIVATE

CITY

STATE

ZIP CODE

SALVAGE TYPE

SELLER INFORMATION

NAME OF SELLER, FLORIDA DEALER OR OTHER PREVIOUS OWNER

RIVA WORLD

ADDRESS

3871 N DIXIE HWY

CITY

STATE

ZIP CODE

POMPANO BEACH, FL 33064

DEALER LICENSE NO.

VFO01286

SALES TAX AND USE REPORT

TRANSFER OF TITLE
IS EXEMPT FROM
FLORIDA SALES OR
USE TAX FOR THE
REASON(S) CHECKED

☐

PURCHASER HOLDS VALID
EXEMPTION CERTIFICATE

☐

VEHICLE/VESSEL WILL BE USED
EXCLUSIVELY FOR RENTAL

☐ OTHER

CONSUMER OR SALES TAX EXEMPTION#

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY
UNPAID BALANCE DUE SELLER, BANK OR OTHERS

\$

INDICATE SALES OR USE TAX DUE AS PROVIDED BY
CHAPTER 212, FLORIDA STATUTES

\$ **0.00**

☐ SELLING PRICE VERIFIED

APPLICANT CERTIFICATION

☐ I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.

☐ I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

☐ I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE, IF LIEN IS BEING RECORDED.
NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY
LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Applicant/Owner

OWNER COPY

Signature of Applicant/Co-Owner

HSN# 23041 89A 47002 5

5 8 1229 No. 6721 P. 5

Jun. 27. 2005 12:32PM

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).