

10130205

[REDACTED]
Laurel, MD

EXECUTIVE SECRET

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

2005 JUN 11 1 51 PM

June 30, 2005

Dear Sir/Madam:

I would like to file a complaint against
College Park Honda
9400 Baltimore Blvd.
College Park, MD 20740

2005 JUN 13 11 49 AM

After my first visit to College Park Honda on 6/16/2005 regarding a Honda recall (ignition switch), the service advisor strongly recommended to replace the battery and the starter of my car. I did not request College Park Honda to check my battery and starter. Because the price of the battery was too high at College Park Honda, I declined the offer to replace the battery, but I accept the offer to replace the starter. After picking up my car at College Park Honda on 6/23/2005, I found the following items do not work properly:

- 1) My radio does not work. It asks to enter a code. After reading my car's manual, I know that a person disconnected my car battery.
- 2) My fuel cap was loose. I believe College Park Honda wants me to come back since my car's manual says if the fuel cap is loose, the check engine light will be on.
- 3) College Park Honda technician even left a wrench on top of my engine.

As the results, I doubt that College Park Honda services my car properly (especially the ignition switch recall and the starter), and College Park Honda may attempt to sabotage my new battery, which I bought at another place. Furthermore, I do not feel comfortable to come back to College Park Honda. Therefore, I request a third independent party verifies all the works of College Park Honda in my car. In addition, College Park Honda has to give me an extended warranty to repair my car if the engine (including battery and brake) is failed in the next two years.

The following copies of related documents are attached:

- 1) College Park Honda repair receipt on 6/16/2005
- 2) College Park Honda repair receipt on 6/23/2005
- 3) Laurel (Maryland) Police Department Note on 6/26/2005
- 4) Advance Auto Parts battery receipt on 6/21/2005

I look forward to hearing from you,

[REDACTED]
My Car VIN: JHMBB6247 [REDACTED] Maryland Registration Number [REDACTED]

CC: American Honda Motor Co., Inc.

M. August
7/19/05



LAUREL POLICE DEPARTMENT

350 Municipal Square

Laurel, Maryland 20707-4150

To whom it may concern:

On June 26, 2005 I inspected a 2000 Honda Prelude bearing MD registration [REDACTED]. The vehicle is registered to a Mr. Tony T. Dang of Laurel Maryland. I was advised of a customer dispute / complaint occurring at the Honda dealership in College Park. I inspected the complainant's Honda, VIN JHBB624 [REDACTED]. I found that the vehicles starter had been replaced. According to the owner, this was done at the dealership. The battery had been replaced at another location for reason of price. The in-dash radio was non-functioning. The display indicated a code input request. Additionally, according to the complainant a shop wrench was left on the engine [REDACTED] was advised to contact the management of College Park Honda.

I solemnly affirm under the penalties of perjury that the matters and facts set forth in the forgoing document are true to the best of my knowledge, information and belief.

[REDACTED]
[REDACTED]
Laurel City Police Department



A Nationally Accredited Agency

Washington (301) 498-0082
Baltimore (410) 792-0137
Fax (301) 498-8003
TDD (301) 498-7735

**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).**