

2005 SEP 15 AM 9:03

September 7, 2005

[REDACTED]
Youngsville, NY [REDACTED]
[REDACTED]

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NHTSA
U.S. Department of Transportation
Washington, DC 20590

To Whom It May Concern:

Enclosed please find two letters that I have written to American Honda Motor Co., Inc. in regard to an accident my nephew had with his new Honda CBR600RR. The Serial number of the motorcycle is JH2PC37095M [REDACTED]

We really believe there was a defect in the rim of the rear tire. Honda will not even look at the tire based on false information from the serviceman from North American Warhorse. Honda also said they have not had a problem with those rims before. Just because there has never been a problem doesn't mean that there never will be. Mistakes happen whether it's human or mechanical. We also talked to servicemen at other Honda dealerships who told us they never heard of any problem, but that it could happen and that we should pursue it.

Hopefully you will open an investigation into this incident before someone gets killed. Thankfully my nephew was not. As you read the letters I believe you will see that there are grounds for an investigation. Thank you in advance for your attention in this matter.

Sincerely,

[REDACTED]

Michael
9/20/05

August 12, 2005

[REDACTED]
Youngsville, NY [REDACTED]
[REDACTED]

Mr. Takeo Fukui
President and Chief Financial Officer
American Honda Motor Co., Inc.
P.O. Box 2220
Torrance, CA 90509-2220

Dear Mr. Fukui:

I wanted to let you know how disappointed I am with the Honda Company.

On August 1, 2005, my nephew, Brett purchased a Honda CBR600RR in the color red from North American Warhorse in Dunmore, Pennsylvania. He saw it and knew immediately that's what he wanted. He said it was the first thing he ever owned brand new and would be able to put the very first mile on it. Brett was so proud he was beaming.

On August 3, 2005 he had an accident. There were two riders in front of him and four behind him. They were riding the speed limit on paved road with no potholes. The guys behind Brett said it looked like the motorcycle dropped down in the back and then went down and then the motorcycle rolled end for end and over and over. The first thing my nephew did when he stopped rolling was to run to the bike and pick it up. Thankfully, Brett is fine but as you can imagine, the bike isn't in very good condition. Upon inspecting the bike we found that a four to five inch chunk broke out of the edge of the rear tire rim. It appears that maybe there was a factory defect.

On Saturday, August 6, we took the motorcycle back to North American Warhorse explaining to the serviceman, Paul what happened and showed a little piece of the rim that was found at the scene. Paul seemed sincere and said he would have a Honda representative come look at the motorcycle by Monday or Tuesday. This is where the deceit starts. On Tuesday Paul called to say a rep had looked at the motorcycle and determined that my nephew must have hit a pothole. Paul knew my nephew wanted to take the motorcycle on vacation on August 12 and so Paul offered that their shop would take parts from new motorcycles they had and get Brett's rideable in time, at a cost to us.

When I heard this I called Honda directly to see if there was anything more that could be done. It is hard to see someone save there whole life for something and loss it in seconds at no fault of there own. The customer service person I spoke with was very nice, said that a case would be started and I should hear something in a couple of days.

Meanwhile, Brett hadn't gotten the original message about the outcome and called North American Warhorse himself to see what the decision was. He was told that a rep wouldn't come to look at the motorcycle, but there was no defect. How can North American Warhorse give us two totally different stories and make the decision about the defect all on their own? It gets even better too. Brett thought about North American Warhorse's offer to fix the motorcycle and decided to go with it. When we called them they now tell us they would not take the parts to fix Brett's motorcycle as they had previously said.

On Wednesday I got a message from Angie my case worker at Honda stating that there wasn't a defect and we should just turn it into our insurance. I called Angie because I had a few questions. She told me that she had called Paul at North American Warhorse and he told her that my nephew must have been popping a wheelie and went down. No Honda rep looked at the motorcycle. Even though we had told Paul and I had told Honda exactly what happened, our case was closed based on Paul's opinion.

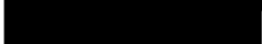
I can't believe Honda will not stand behind their product. We were told there has never been a defect in those rims. Maybe there never was before, but that doesn't mean that there never will be. I don't know how rims are made but whether it is by machine or manmade, both make mistakes occasionally. One of the other riders, James had bought the same motorcycle, only a different color just the week before my nephew bought his. James is totally afraid to ride. He is afraid that something will happen with his rims. He is even talking of buying new rims, because he is so worried. If my nephew had been doing something that he shouldn't have, James wouldn't be worried because he would know it was operator error. To me this is just more proof that there must have been a defect.

I can't believe that Honda would take the word of a serviceman and not listen to facts. I would really like for Honda to step up to the plate here and stand behind their machine in good and bad. If nothing is done you can be assured that I will be telling anyone and everyone about this incident and the treatment we got from Honda and North American Warhorse. Thank you for your time and attention in this matter.

Sincerely,



August 29, 2005


Youngsville, NY 


Mr. Takeo Fukui
President and Chief Financial Officer
American Honda Motor Co., Inc.
P.O. Box 2220
Torrance, Ca 90509-2220

Dear Mr. Fukui:

On August 12, 2005 I wrote to you concerning a recently purchased Honda CBR600RR that was in an accident. A copy of that letter is enclosed.

Also enclosed you will find pictures of where the accident took place and some of the damage to the motorcycle. Unfortunately, there isn't a picture of the back tire rim that caused the accident. Most of the pictures don't effectively show the damage done to the motorcycle.

The first two pictures show the stretch of road from both directions where the accident took place. As you can see, it is flat, newly paved straight away without any pot holes. The next pictures show the impacts, the first when the rim busted and the tire blew out which caused the accident. There are also pictures showing both first and second impacts and then one further down the road when the motorcycle was rolling. This picture, if you look closely has some red paint from the motorcycle on the road.

The season is quickly coming to an end and I have a young man that really wants to ride his Honda. To purchase the Honda CBR600RR depleted my nephew's bank account and the price of fixing the damage is not going to be cheap.

As you can see from the evidence on the pictures and the facts I wrote in my original letter, there must have been a defect in the tire rim. Again, I strongly urge American Honda Motor Co., Inc. to take steps to rectify this situation. If I do not hear from you, I will have to consult my lawyer for representation. Thank you for your attention in the matter.

Sincerely,

