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[REDACTED]
[REDACTED]
Scarsdale, NY [REDACTED]

January 20, 2005

Office Of Defects Investigation
400 7th Street, SW
Washington, DC 20590

To Whom It May Concern:

This is a complaint against Yonkers Honda, 2000 Central Park Ave, Yonkers, NY 10710 (914-961-8180), who is selling new cars with defective parts. When I made my initial complaint to American Honda Motor Corporation, they admitted to me that they do not test their car parts before they release their cars to their dealerships.

On April 19, 2005, I bought a new 2005 Honda Civic Sedan from Yonkers Honda, 2000 Central Park Ave, Yonkers, NY 10710. On August 1st, a mere **three months** after I bought this new car from Yonkers Honda, and then again on September 9th, 2005, one month later, I had to bring my new car in to service to first test, and then replace, a defective Gear Position Switch. As a result, I lost two day wages \$436.¹⁷, as well as additional transportation expenses of \$38, on September 12th and 13th to have this defective part replaced.

After I sent my initial letter of complaint to Kurt Antonius, Vice President, Public Relations, American Honda Motor Corporation on September 28th, an American Honda Motor Corporation Public Relations representative named Chris Martinez called me on October 14th to tell me that "I have no right to complain about defective parts because they are under 'warranty'", and also told me that "Honda parts are **NOT** tested before their cars are sold to their customers because that is what warranties are for".

Although Honda may not be contractually liable for lost wages and transportation expenses that result from repairs, the fact is that American Honda Motor Corporation is admittedly distributing new cars to their dealerships without testing the parts, which are in fact defective. The consumer is then unfairly forced to incur related expenses not covered under warranty, but are still directly resulting from these admittedly not-tested defective parts.

Edison
4/10/06

Thank you for any assistance you could provide in the matter.

Sincerely,

[Redacted Signature]

[Redacted Title]

- CC: Takeo Fukui, President and Representative Director, Honda Worldwide
- CC: Akira Takano, Director & Chief Operating Officer for Customer Service Operations, Honda Worldwide
- CC: Tatsuhiro Oyama, Managing Director & Chief Operating Officer for Parts Operations, Honda Worldwide
- CC: Koichi Kondo, CEO, American Honda Motor Corporation, Incorporated
- CC: Kurt Antonius, Vice President, Public Relations, American Honda Motor Corporation, Incorporated
- CC: Robert Feinberg, Vice President, Yonkers Honda