



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2007 JUL 10 AM 10:07

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

July 2, 2007

[REDACTED]
Poughquag, NY [REDACTED]

Our File Number: 2007-635530
Company: Brewster Honda

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/d

Philip Gamma
Bureau of Consumer Frauds
And Protection

/cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

ET
7/10/07
SB



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898

<http://www.poughquag.state.ny.us>
RECEIVED
CONSUMER FRAUDS BUREAU

JUN 25 2007

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

THE ATTORNEY GENERAL'S OFFICE
NEW YORK CITY OFFICE

CONSUMER		
YOUR NAME [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN POUGHQUAG	COUNTY DUTCHESS	STATE NY ZIP [REDACTED]
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES BREWSTER HONDA		NAME OF OTHER SELLER OR PROVIDER OF SERVICES AMERICAN HONDA MOTORS
STREET ADDRESS 899 ROUTE 22		STREET ADDRESS 1919 TORRANCE BLVD.
CITY/TOWN BREWSTER	STATE NY	ZIP 10509
CITY/TOWN TORRANCE	STATE CA	ZIP 90501
TELEPHONE NUMBER 845-278-4177		TELEPHONE NUMBER 1-800-999-1009
DATE OF TRANSACTION MARCH 26 2007 APRIL 02 2007	COST OF PRODUCT OR SERVICE \$ \$139.40	HOW PAID (Check those which apply) ☒ Cash ☐ Check ☐ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT? _____	DATE SIGNED _____
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED? _____	DATE ADVERTISED _____
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) CAR / WARRANTY		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL Between month of March And April ☐ By Mail ☒ By Telephone ☒ In Person		PERSON CONTACTED RICHARD WRIGHT
NATURE OF RESPONSE NOT HELPFULL		JOB TITLE REGIONAL CASE MANAGER
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		DATE OF RESPONSE 04 / 03 / 2007
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT AMERICAN HONDA MOTOR CO		PRODUCT MODEL OR SERIAL NUMBER 04814 - 501 - A002A
ADDRESS 101 S. STANFIELD ROAD TROY OH 45373		WARRANTY EXPIRATION DATE LIFETIME
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT I EXPLAINED THE SITUATION

IN THE LETTER IS ATTACHED.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

MONEY BACK

WHO REFERRED YOU TO THIS OFFICE? MY MECHANIC

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: _____

Date: 06/18/07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

**Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332**

CL-10/96 9/2-55/2

June 20, 2007

Attorney General
State Of New York

My name is [REDACTED] and I am the owner of a 1997 Honda Civic EX. I would like to take a few moments of your time to explain an unfortunate and potentially unsafe experience I had with my Honda. I would also like to express a great deal of disappointment with the vehicle dealership and their lack of concern I received when I brought this issue to their attention.

Last winter I had been experiencing some problems with my front passenger seat belt. Over time the release button began to stick, making it more and more difficult to release my safety belt. I continued using my seatbelt with this minor inconvenience and never gave it much thought until one day it failed. Unfortunately for me, I was in the passenger seat, it was 1:00 am, and I couldn't get out of my vehicle. After many attempts to release the belt, my boyfriend finally had to come across the car to try and get me free. With all the manipulating and fuss we were creating, the seatbelt seemingly got tighter and tighter around my waist. After 20 minutes, I had no choice but to cut the belt to free myself from the vehicle.

Now one problem was solved and another problem was created!? I was forced to create an unsafe/illegal condition in my vehicle because of this manufacturer defect. I called Honda customer service to discuss my options for getting a new seatbelt installed under the limited lifetime warranty. Case # N012007-03-2700925 was then created on my behalf. Customer service was actually very little help, they told me to contact a local dealer to try and resolve this issue. I contacted Brewster Honda, Brewster, NY and they told me because I had cut the belt intentionally it voided the warranty and they could do nothing for me. They told me to contact Honda customer service for further action. Customer service said they could do nothing for me and referred me BACK to the dealer. After many phone calls and a lot of wasted time back and forth between customer service and my dealer, nobody was willing to help me.

It is published on Honda's website that seatbelts that fail to function properly are covered over the useful life of the vehicle. The seatbelt clearly failed to function before I cut it. I firmly believe I am entitled to this warranty coverage!

I believe Honda is taking advantage of me and I cannot believe they are taking such a serious safety issue so lightly. They are refusing to stand behind there own products. Honda is putting the lives of my friends and family at risk because of a "technicality". I am very disappointed in Honda and will make it known to my friends and family how Honda has treated me.

More importantly, I want you to be aware of the dangerous and ill-minded practices of the Honda dealership in my area. I would appreciate any help you could give me to resolve this issue and also to publicize this case in the hopes that Honda and other car dealerships will open there eyes to these real-life safety issues they are refusing to acknowledge.

Sincerely,

[REDACTED]
[REDACTED]

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).