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To Whom It May Concern:

My name is [REDACTED] I have recently had problems with my 1998 Honda Accord. In December of 2006 I brought my car to Burien Honda located at: 15026 1st Ave S Burien, WA 98148 I was informed at that time that my transmission needed to be rebuilt. This was of course, a shock to me as my car only had 72,716 miles on it and, after all it's a Honda. I paid \$2700.00 to have it rebuilt. On February 21, 2007 I brought the car back with 74,001 miles because it was showing the same symptoms as it did before my expensive rebuild. I was told by Kathy, the SERVICE MANAGER that they couldn't get the car to replicate the symptoms that I had described. I asked her what to do under these circumstances. She stated to me that she wasn't going to waste money taking the transmission apart if they couldn't replicate the symptoms. She then told me to just drive it until it fails. I can understand not wanting to waste money, but in most service industries, customer service is first priority. I took my car home and kept driving it.

On June 20, 2007 I brought the car back to Burien Honda with approximately 75,000 miles. It was still showing symptoms and they were becoming more concerning to me, the customer. I left the car there overnight as the symptoms seem to be worse when the car is cold. While getting the loaner car for the overnight stay, I was appalled at the way Kathy treated her employees and myself. Josh, one of her employees asked Kathy a question, she answered it, and in front of me, the customer, she then turned to another employee and said, "I swear they just keep getting dumber and dumber" referring to Josh. When I got into the loaner car the interior was greasy. The steering wheel, gearshift handle, door handle were all so slippery I couldn't even grip them. I went back in and asked for a paper towel to wipe this greasy car down. Josh offered to get me a different car and Kathy very sternly told him, "No, she gets THAT car." Kathy herself went out to the car and began wiping the car down. I told her that I was sorry that she didn't think that anything was wrong with my car, but I paid almost \$3000.00 to have my transmission fixed and I wanted it fixed. She then said to me, "I don't doubt that there's anything wrong with your car, I just didn't know that you would be taking one of MY cars tonight." In a conversation the previous night, we had discussed the availability of a loaner car. She said, "If we find something wrong with your car, I'll find something for you to drive."

I left the car overnight, and called the next morning. They said that they couldn't find anything wrong with the car. I took their transmission guy, I believe his name is Greg, for a drive later that day after I got off of work. I did get the car to replicate the problem, and he informed me that the car was just shifting into fourth gear at 28mph and it was normal, nothing to worry about. I am worried about it and the warranty is only 12 months, 12,000 miles. The car is still shifting very hard and I am not getting the response that I feel I should be getting after spending that kind of money rebuilding the transmission of my "reliable Honda" at 72,716 miles. I look forward to hopefully getting this resolved and getting a response from all concerned shortly.

Thank you very much for your prompt attention to this matter.

Sincerely,

[REDACTED]
[REDACTED]
Seattle, WA [REDACTED]
[REDACTED]

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