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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2007 DEC 19 AM 10:32

ANDREW M. CUOMO
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

212-416-8294

December 10, 2007

[REDACTED]
Floral Park, NY [REDACTED]

Our File Number: 2007-668728
Company: Honda Motors of North America

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/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

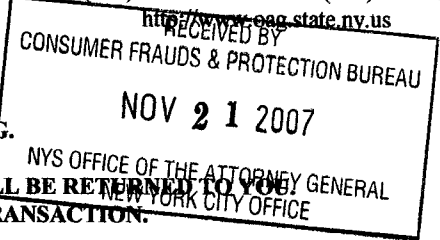
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6/19/07
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ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

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



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.

CONSUMER		
YOUR NAME [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER SAME
CITY/TOWN FLORAL PARK	COUNTY NASSAU	STATE NY
ZIP [REDACTED]		
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES HONDA MOTORS OF NORTH AMERICA		NAME OF OTHER SELLER OR PROVIDER OF SERVICES SOUTH SHORE HONDA
STREET ADDRESS 1919 TORRANCE BOULEVARD		STREET ADDRESS 750 WEST MERRICK ROAD
CITY/TOWN TORRANCE	STATE CA.	CITY/TOWN VALLEY STREAM
ZIP 90501-2746		STATE NY
TELEPHONE NUMBER 1-800 999-1009		ZIP 11580
TELEPHONE NUMBER [REDACTED]		TELEPHONE NUMBER (516) - 285 6655
DATE OF TRANSACTION 7/24/07	COST OF PRODUCT OR SERVICE \$ [REDACTED]	HOW PAID (Check those which apply) ☒ Cash ☐ Check ☐ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT? N/A	DATE SIGNED N/A
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED? N/A	DATE ADVERTISED N/A
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) CAR TRANSMISSION ISSUE		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL JULY, 1, 07		PERSON CONTACTED DO NOT RECALL NAME
NATURE OF RESPONSE HONDA MOTORS OFFERED A PARTIAL RETRIBUTION		JOB TITLE N/A
DATE OF RESPONSE A ROUND JULY, 1		
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No 1 PLAN TO SUE IN COURT.		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT HONDA MOTORS OF NORTH AMERICA		PRODUCT MODEL OR SERIAL NUMBER 2HKRL1856X [REDACTED]
ADDRESS 1919 TORRANCE BOULEVARD, TORRANCE, CA.		WARRANTY EXPIRATION DATE DO NOT KNOW
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No 90501-2746		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

TRANSMISSION FAILED DUE TO DEFECTS FROM
FACTORY, HONDA MOTORS AGREED TO PROVIDE
A RE-MANUFACTURED UNIT BUT I HAD TO PAY
\$ [REDACTED] FOR LABOR,
PLEASE SEE ATTACHED LETTER FOR MORE DETAILS.

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

I AM SEEKING RE#MBURSEMENT OF [REDACTED]

WHO REFERRED YOU TO THIS OFFICE? SELF SEARCH

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: [REDACTED]

Date:

11-18-07

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

[REDACTED]
Floral Park, NY, [REDACTED]

July 31, 2007

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500-2N-70
Torrance, C.A., 90501-2746

Dear Sir,

My name is [REDACTED] owner of the 1999 Honda Odyssey, VIN# 2HKRL1856XH [REDACTED]. A few weeks ago, I had experienced transmission problems with the Odyssey, together with the "Check Engine" displayed on the instrument cluster. I contacted a Honda dealership, and after explaining the situation, I was informed that it appeared that the transmission needed to be replaced. At that point I was also advised that the extended Honda Warranty for my vehicle had expired a few months ago.

I then contacted Honda Motors and was initially told that they were going to review my case. Subsequently, I received a telephone call from a Honda Motors representative, who indicated to me that she was assigned to my case (case # 032007-07-2801009). Additionally, she informed me that I would be contacted when a decision was made concerning this matter.

After a few days I was contacted and told that Honda Motors had made a decision. I was offered a replacement, re-manufactured transmission unit. However, I would be responsible for the cost of the labor incurred with the installation. I was also told that this offer was final and should I elect to refuse it, the offer would be withdrawn, with no other recourse offered.

Disappointed, but helpless in receiving proper remedy, I had no other choice, but to submit to the situation at hand. I then took my vehicle to South Shore Honda for repair. I was charged a diagnostic fee of [REDACTED] and a labor fee of [REDACTED].

These expenses, which resulted from a preexisting, faulty transmission, should be Honda Motor's responsibility. It is a fact that I was sold a 1999 Honda Odyssey with a DEFECTIVE transmission. Please be further advised that my vehicle had only 56,800 miles on the odometer at the time of the (defective) transmission failure. As I am sure you are aware, with normal "wear and tear" (which is the case with my vehicle), my transmission should have performed normally, without incident, well in excess of the present mileage, if in fact the transmission was engineered/manufactured properly.

I purchased a Honda automobile in good faith, expecting (rightfully so) that I would get what I paid for (which is a FULLY functional automobile). Any and all occurrences as a result of faulty or defective production on Honda Motor's part are, and should be the sole responsibility of the manufacturer. This matter should have been addressed with the same good faith in which I purchased my Honda Odyssey.

Through the Internet, I have learned of countless complaints from Odyssey owners, who also have been adversely affected by their DEFECTIVE transmissions. Furthermore, it is to my detriment (although I do not stand alone) that as a result of the negative publicity involving the affected Honda vehicles, the resale value is significantly reduced. Is this Honda Motor's notion of good and honest business practice? I think not.

At this juncture, as I am not able to procure an acceptable remedy, I will be seeking legal advice in this matter. Should you wish to contact me, you may do so at

[REDACTED]

Very truly yours,

[REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).