



David J. Swarts  
Commissioner

# New York State Department of Motor Vehicles

Bureau of Consumer and Facility Services, Division of Vehicle Safety, PO Box 2700-ESP, Albany, NY 12220-0700

NVS-200

(518) 474 - 8943 (8:30 a.m. - 4:15 p.m.) 2008 OCT 30 PM 1: 33

CL-10248110-8019

October 6, 2008

[Redacted]  
New Rochelle NY [Redacted]

Facility Name: Honda Motor Company  
Facility No: NA  
Case No: NA

**WE ARE UNABLE TO TAKE FURTHER ACTION ON YOUR COMPLAINT BECAUSE:**

- ( X ) The complaint does not come within the jurisdiction of the Motor Vehicle Repair Shop Act, Dealer or Inspection Station Regulations.
- ( ) The Regulation provides that we may only process complaints regarding repairs which have been made within the prior 90 days or 3,000 miles, whichever occurs first.
- ( ) You are unable to provide supporting documents to substantiate your allegations.
- ( X ) OTHER: As indicated in my previous letter of May 29, 2008, we do not have jurisdiction over Honda Motor Company or Manufacturers Warranties. You would need to address your concerns with the National Highway Traffic Safety Administration at 1-888-327-4236. If you have internet access, you may access their website at " www.nhtsa.dot.gov"

Sincerely,

*D.J. Ryan*

D.J. Ryan #060  
Consumer Services Representative I

AA  
1-34  
10/30/08  
NJ

September 30, 2008

From:

[REDACTED]  
New Rochelle, NY [REDACTED]  
[REDACTED]

**Re: Case # [REDACTED] (Volkan Akkurt vs. Honda Motor Company)**

Dear Ms. Ryan,

I am writing about my 2006 Honda Civic. We have communicated several times in the past. The issues are still open and I would like to resolve them. I hope that your agency will be able to help me to resolve this matter once for all.

Any consideration given to this matter will be greatly appreciated,

Sincerely,

**Still Open Items:**

1. **28-30 mpg** gas consumption on the highway. A General Manager of Honda has confirmed this range was expected. I was informed that this was normal. I find this statement unacceptable. This car should obtain better mileage than 28-30 miles/gallon on the highway.
2. **Road/wind noise.** The same general manager informed me that this was normal. I was told that ALL HONDA CIVICs has louder road/wind noise on the driver side than the passenger side. I believe this is a defect and needs to be addressed.
3. **Broken (from the first day) glove compartment.** This factory defect was noted before we purchased the car. Paragon Honda owner had it temporarily got fixed, but the fix didn't last. This needs immediate attention. Both dealers I contacted refused to repair. It is still under warranty for another 6000 miles and the dealers know that I will be out of the warranty soon.
4. **Shaky/vibrating left side mirror.**

[REDACTED]