

103131585985

[REDACTED]
[REDACTED]
Tonopah, Nevada
[REDACTED]
[REDACTED]

October 7, 2008

NHTSA Headquarters
Defect Investigations/Motorcycle Safety
Washington, DC

Good morning,

This past June 18th, I drove into the parking lot of the apartment complex where I live to find my 2006, Honda, ST1300, laying on its side. Apparently an extremely strong dust devil, a miniature tornado I think it is, had blown my motorcycle off the center stand onto the pavement. The bike was scratched badly on its left side, the right mirror was broken and the rubber bumper for the engine head was squashed. I had insurance with Foremost Insurance and the bike was transported to Big Valley Honda in Reno, NV, a place that I had historically had had satisfactory business dealings with before, for repairs.

I caught a ride to Reno and picked up the bike and rode it the 250 miles back to Tonopah, a tiny town on the high mountain desert, half way between Reno and Las Vegas. Shortly after getting back I noticed a piece of rubber, a flap, sticking out between two pieces of fairing directly under the windshield, just flapping in the breeze. I called Big Valley Honda and was told to bring it back and they would fix it, which I did, at the expense of my own fuel money and time within ten days or two weeks time.

While there I was approached by a salesman and I inquired about trading for a different bike. I was told that a safety inspection would have to be done on my ST 1300. In a few minutes the salesman and I assume the sales manager came from the shop and told me that the back wheel, a wheel that had been on the bike no longer than two weeks, was bent/wrapped, and, much to my surprise, was not under any warranty. The service manager went out, looked at the wheel and made the comment, "no signs of impact", allowing that he would call "Honda" to see what they either said or would do.

When it became apparent that no one was going to do anything I started inquires, first with the Vice-President of Honda Motorcycle Operations, who has yet to answer me,

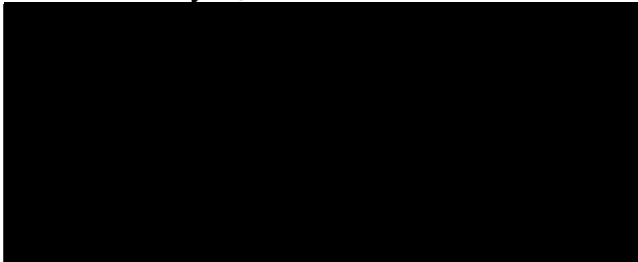
K Berry
2/20/80
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followed by the President of Honda America with the same results. One chap from Honda America customer service, I assume, did call to tell me again that there is no warranty on their motorcycle wheels. So far, the only help I've gotten is from the Better Business Bureau in Reno, NV, who has accepted my complaint and according to a letter I got yesterday will enter that complaint into the file of Big Valley Honda.

Enclosed are two letters in response to my complaint to the Better Business Bureau against Big Valley Honda, which I think you should see. The tone of those letters would give the impression that Honda's cast motorcycle wheels are, let's say, most unsatisfactory ! Can "Honda" put this quality of wheels on its motorcycles and have the buying public totally ignorant of what they're buying? Should one have to take a dial micrometer to buy a Honda motorcycle? In the case of a motor vehicle, is there not an implied warranty that parts purchased, including the whole motorcycle, are "suitable" for the implied purpose without danger to the purchaser or is it a case of let the buyer beware? If this wheel breaks in operation, is that tough luck on my part, or criminal negligence by Honda?

I have no particular vendetta against Big Valley Honda nor Honda America. I simply want my motorcycle fixed, at no expense to me, with parts within their own manual's tolerances, so that I can ride my motorcycle without having to sit on it wondering if the rear wheel is going to fail at the wrong time and kill me.

Thank you,





Better Business Bureau of Northern Nevada, Inc.
991 Bible Way
Reno, NV 89502-2122
Tel: (775) 322-0657 Fax: (775) 322-8163

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September 23, 2008

(e-mail failed on 9-23-08)

[REDACTED]
Tonopah, NV [REDACTED]

RE: Case # 11007511: Big Valley Honda

The Better Business Bureau has received a response from the business regarding your complaint. Please review their response to your original complaint and advise us of your position in the matter by **October 3, 2008**.

The details of the complaint (including the business' response) are included on the reverse, attached or have been forwarded to you by the business. Please be sure to indicate whether the company's response is satisfactory or not within ten (10) days.

If the BBB does not receive a response, your complaint will close as Assumed Satisfied.

We encourage you to use our ONLINE COMPLAINT system to respond this complaint. The following URL (website address) will take you directly to this complaint. You will be able enter your response directly on our website:

<http://data.reno.bbb.org/complaint/view/11007511/c/h9x6t6>

If you are unable to respond using the internet, then please respond in writing to the address above.

Sincerely,

Katie Rose
Dispute Resolution Manager

Better Business Bureau of Northern Nevada, Inc.

COMPLAINT ACTIVITY REPORT Case # 11007511

Consumer Info:

Tonopah, NV

Business Info:

Big Valley Honda
2225 Market St
Reno, NV 89502-1559
775 322-4311**Consumer's Original Complaint :**

Sending complaint to business via USPS.

Consumer's Desired Resolution:COPY**BBB Processing**

09/11/2008 ker **BBB** Case Received by BBB
 09/11/2008 ker **MAIL** Manually Inform Business of Case
 09/11/2008 **Otto EMAIL** Send Acknowledgement to Consumer
 09/12/2008 ker **BBB BUREAU COMMENT** : e-mail to customer (acknowledgement letter
) returned to BBB: Reporting-MTA: dns; ottomail
 X-Postfix-Queue-ID: 2D1842A02FB
 X-Postfix-Sender: rfc822; reno.ker@bureaudata.com
 Arrival-Date: Fri, 12 Sep 2008 06:00:46 -0600 (MDT)
 Final-Recipient: rfc822;
 Original-Recipient: rfc822;
 Action: failed
 Status: 5.0.0
 Remote-MTA: dns; d.mx.mail.yahoo.com
 Diagnostic-Code: smtp: 554 delivery error: dd This user doesn't have a
 yahoo.com account - mta106.mail.re1.yahoo.com

09/18/2008

WEBBBB RECEIVE BUSINESS RESPONSE : Contact Name and Title: Tarik AINAqeeb GM

Contact Phone: 775-322-4311

Contact Email: tarik@bvhmotorsports.com

Ms. Rose,

I have received your letter about complaint about our business. Of course he has neglected to tell you how we went out of our way to save him money. First off he was quoted more than \$1200 by a towing company to bring his bike to us. For us to send one of our employees it would have cost approximately \$900. Greg Bahi asked his father to pick up the bike on his own time for far less.

The estimate included the wheels because they showed some cosmetic signs of damage, not because requested them to be checked for warp. Anyone would know that a bike falling over would not bend a wheel, it may scratch them however. was informed of the rear wheel being on back order status from Honda and was asked if he would like to pick up his bike prior to the wheel coming in. He declined stating he wanted to wait until all repairs were completed. He even sent a letter stating how it was going to take time for his bike to be repaired, how he has no money and that it is his only form of transportation and wanted to know if we would give him a new bike for free since he is a Pastor. We declined, but it sounds like he received a free car instead.

When he picked up the motorcycle and took it home a rubber piece did come loose and we fixed the issue. We test ride all the motorcycles repaired and the piece did not come loose during the test ride. It came loose after several hundred miles and he was told to bring in the bike at his convenience, the loose part was not a safety issue. While at our dealership waiting for this loose rubber piece to be reinstalled, a trade in inspection was performed on his motorcycle. During that inspection the wheels of a motorcycle are checked because the can bend fairly easily during normal use. They will not bend enough to be a safety concern, but we check as it affects the trade in value. Hitting a pot hole, man hole cover or even a railroad crossing can make a wheel come out of round. It is not a warranty issue since it was not a manufacture defect. It will not scratch the rim so its hard to tell unless you spin the wheel off of the ground and are looking for it. The wheel was not defective when installed because a mechanic would see an out of round wheel while spinning it on the wheel balancer. claim that the wheel was defective when installed is incorrect, Honda will not respond to a customer over an issue like this, his insurance company will also not get involved. unfortunately managed to hit a bump or some such thing hard enough to make his wheel out of round. It is not enough to be a safety concern, but also not our, or Hondas fault. If is concerned over his wheel, he can purchase another new one and have it installed. All the repairs performed by us were performed using new parts, none of which were defective. He can ride his bike, he can sell his bike, he just wants a free repair which is unwarranted. Here are the dates and notes on his repair order showing his untruthfulness about this situation.

7/16/2008 Greg Bahi spoke with he wanted to wait for the rear wheel to come in. Greg told him the back order date was 7/20 and we should have it by the 23rd if the back order date does not get pushed back.

7/21/2008 called and asked about the rear wheel, it was still on back order. He requested us to torque his steering head bearings, replace his spark plugs and service his air cleaner and replace his front break pads if needed.

7/23/2008 Informed that the rear wheel is still on back order until the 30th at this point.

It is not our fault if a part is unavailable from Honda, however you can see that we communicated to him as to the status of his wheel. The note of a repair order once closed can not be altered. We would be happy to provide you with any original document, but I hope this will show that we performed up to anyone's standard and that this will close the case.

Thank you for your time,

Tarik AlNaqeb
General Manager
Big Valley Honda.
09/18/2008

ker EMAIL

Forward Business response to Consumer

COPY



Better Business Bureau of Northern Nevada, Inc.
991 Bible Way
Reno, NV 89502-2122
Tel: (775) 322-0657 Fax: (775) 322-8163

October 3, 2008

COPY

[REDACTED]
Tonopah, NV [REDACTED]

RE: Case # 11007511: Big Valley Honda

The Better Business Bureau has received a rebuttal response from the business in the above complaint. Enclosed is the company's response to your second letter of complaint. The company has decided to stand by its original decision regarding your complaint.

We regret that we have been unable to assist in resolving this complaint to the satisfaction of everyone involved. Your complaint will remain on file and will be used by the Bureau when preparing a report on the company.

Sincerely,

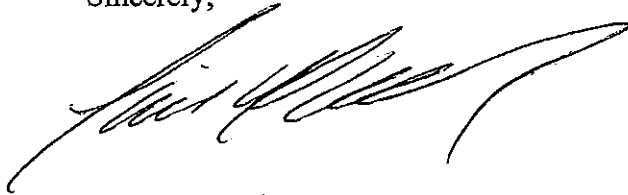

Katie Rose

Dispute Resolution Manager
BBB

Mrs. Rose,

There is no middle ground with this issue. The only real truth is the fact that [REDACTED] did purchase a new wheel. It was not defective in any way. Honda does not produce wheels which are out of round, they have too many quality control procedures in place. This is also why Honda will not warranty the wheel stating the same thing as we have. You can bend a wheel through normal use with out any sign of damage. It does not take a large impact to do this and most people do not realize they have damaged their wheel, [REDACTED] was not even aware of it. This is not a new issue in the motorcycle world and unfortunately [REDACTED] has managed to damage his. You can't say that after putting miles on a wheel that you have not hit anything. You hit things daily while ridding on public roads, and his bike looks like it goes on a dirt road as well. There is nothing else to say about this, it is unfortunate it has happened to him, but it has and has nothing to do with us. He can pick up his old wheels at anytime. He never requested them and most people do not want their damaged parts.

Sincerely,



Tarik AlNageeb

RECEIVED
OCT 03 2008
BETTER BUSINESS BUREAU

RE CASE # 11007511.

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