

COPY

OCT 28 2010

CL-10368977-1789

Amesbury, MA

October 22, 2010

Hidenobu Iwata
President and CEO
Honda of America Manufacturing, Inc.
24000 Honda Parkway
Marysville, OH 43040

Dear Iwata:

My wife, [REDACTED] owns a 1997 Honda Accord LX four-door sedan (VIN: 1HGCD563XVA [REDACTED]) purchased new at the Honda Barn (34 Portsmouth Ave.; Stratham, NH 03885) November 1, 1997.

This vehicle has provided economical and reliable service. But lately, we both have been concerned, and slightly enraged, by the level of reliability in Honda parts and Honda service.

Last week (October 13, 2010), the Honda's radiator started leaking extensively. There was corrosion all over the unit, back and front. But the Honda's radiator had been replaced January 5, 2008 (**Exhibit #1**).

Honda Accord's replacement radiator only lasts 20,498 miles and 2 years and 10 months?

Personally, I think there was inadequate smelting; i.e. bad metal.

Anyway, when my wife brought this up to the Honda Barn's service manager October 14, 2010, their response was, basically, "Oops. Sorry."

There was to be no price break.

My wife also brought up another issue.

During a review of her maintenance records regarding the radiator, she noticed that her timing belt, while replaced August 22, 2006, after 78,924 miles (**Exhibit #2**), was also replaced January 10, 2009, at the 93,560 mile mark (**Exhibit #3**)!

A Honda timing belt replacement only lasts 14,636 miles and 2 years and 5 months?

When she brought that curious fact up, the response was largely the same, "Oops. Sorry."

Feeling abused and not wanting it to happen again, she went to an area Midas Shop for the radiator replacement (**Exhibit #4**).

We are not happy.

NM

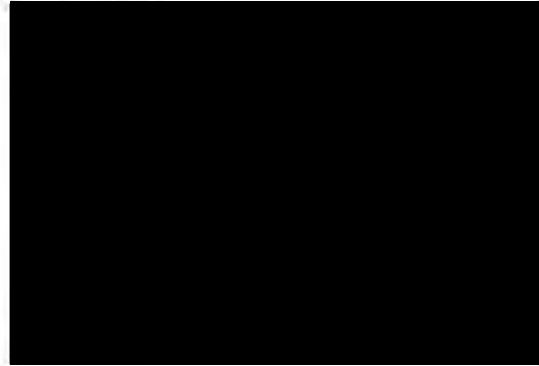
12/02/2010

KB

There appear to be problems not only with Honda replacement parts, but Honda dealer service.

Also, I believe there is financial compensation due to my wife from somebody.

"Oops. Sorry" is not going to cut it.



Enclosures: 4

Copies to:

Roger Groux
President
Honda Barn - Nissan
34 Portsmouth Avenue
Stratham, NH 03885

Michael Schidlovsky
President
Exeter Area Chamber of Commerce
24 Front Street, Suite 101
Exeter, NH 03833-0278

Roger Shomphe
President and CEO
Better Business Bureau of Concord, NH
BBB Headquarters
48 Pleasant Street
Concord, NH 03301

Michael A. Delaney
Attorney General
NH Department of Justice
33 Capitol Street
Concord, NH 03301

David Strickland
NHTSA Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

Jim Guest
President
Consumer Reports
101 Truman Avenue
Yonkers, NY 10703-1057

1

CUSTOMER NO. 30422	ADVISOR LESLEY	52837	TAG NO.	INVOICE DATE 01/05/08	INVOICE NO. HOC39572
	LABOR RATE	LICENSE NO. 	MILEAGE 86755	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 97/HONDA/ACCORD/4DR LX			DELIVERY DATE 11/01/97	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 H G C D 5 6 3 X V A			SELLING DEALER NO. 207862	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE 01/05/08	
RESIDENTIAL PHONE 	BUSINESS PHONE 	COMMENTS MO: 86755			

LABOR & PARTS-

J# 1 11H0Z04

FLUID LEAK-ENGINE UNITS: 2.50 TECH(S):501
COOLANT KEEPS DIAPPEARING HAS TO KEEP FILLING BOTTLE AND
RADIATOR
DIAGNOSE RADIATOR ROTTED FINNS FALLING OUT AND THERMOSTAT
STUCK OPEN
REPLACE RADIATOR AND THERMOSTAT AND COOLANT

222.50

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT	PRICE-
JOB # 1	1	19010-P0H-A51A	1494RADIATOR		204.89
JOB # 1	1	19301-P08-316	THERMOSTAT ASSY.		19.86
JOB # 1	1	0L999-9011	COOLANT TYP2 BLU		14.57

JOB # 1 TOTAL PARTS 14.5

204.89

19.86

14.57
222.22

239.32

JOB # 1 TOTAL LABOR & PARTS

461.82

TOTALS-

Send in a customer to purchase a vehicle and receive
\$100.00

TOTAL LABOR.....	222.50
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TOTAL PARTS....	239.32
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TOTAL SUBLET...	0.00
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TOTAL G.O.G....	0.00
TOTAL MISC. CHG.	0.00

TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00

TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL TAX:..... 0.00

TOTAL INVOICE \$ 461.82

HOURS OF OPERATION FOR SERVICE:

MONDAY, TUES, THURS FRIDAY 8-5 WEDNESDAY 8 TO 7 SATURDAY 8-5

SALES HOURS OF OPERATION: MONDAY - THURSDAY 8 TO 7 PM
FRIDAY AND SATURDAY 8 TO 5 SUNDAY 11 TO 4

THANK YOU FOR YOUR BUSINESS!!

WE WOULD LIKE TO EMAIL COUPONS TO YOU
ANY QUESTIONS OR CONCERNS PLEASE EMAIL JAMES LURVEY AT
LURVEY2@AOL.COM

CUSTOMER SIGNATURE

FAIR
JAN 05 2000
BY: *Shen* #



HONDA BARN - NISSAN

34 Portsmouth Avenue • P.O. Box 210

STRATHAM, NH 03885

Tel. (603) 772-7300 • (603) 431-1600

1-800-227-8289

www.hondabarnnissan.com



2.

CUSTOMER NO. 30422	ADVISOR JEFFREY ARNAULT 441	TAG NO.	INVOICE DATE 08/22/06	INVOICE NO. H0CS18662
	LABOR RATE	LICENSE NO.	MILEAGE 78924	COLOR SILVER/
	YEAR / MAKE / MODEL 97/HONDA/ACCORD/4DR LX		DELIVERY DATE 11/01/97	DELIVERY MILES 10
AMESBURY, MA	VEHICLE I.D. NO. 1 H G C D 5 6 3 X V A		SELLING DEALER NO. 207862	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/22/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 78924

LABOR & PARTS

J# 1 12HOZZ TIMING BELT ACCORD UNITS: 3.70 TECH(S):575 292.30
REPLACED TIMING BELT, BALANCER BELT, WATER PUMP AND AUX BELTS.
ALSO, ADJUSTED VALVES, REPLACED VCG, AND CHANGED COOLANT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	14400-PT0-004	BELT, TIMING	50.49	50.49
JOB # 1	1	19200-POA-003	WATER PUMP	69.47	69.47
JOB # 1	1	38920-POA-J02	BELT, COMPRESSOR	23.49	23.49
JOB # 1	1	56992-PAA-A01	BELT, P.S. PUMP	12.18	12.18
JOB # 1	1	12341-PT0-000	GASKET, HEAD COVE	8.91	8.91
JOB # 1	1	05088	CRC CLEANER	3.41	3.41
JOB # 1	1	0L999-9011	COOLANT TYP2 BLU	13.67	13.67
JOB # 1 TOTAL PARTS				181.62	

JOB # 1 TOTAL LABOR & PARTS 473.92

J# 2 00HOZ01 OIL & FILTER SERVICE UNITS: 0.30 TECH(S):575 23.70
CUSTOMER REQUEST OIL AND FILTER CHANGE
(TOP OFF WASHER FLUID AND CHECK/SET TIRE PRESSURES)
CHECK COOLANT, BRAKE, AND OTHER SEE THRU FLUID RESERVOIRS.
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
OIL AND FILTER SERVICE PERFORMED.
TOPPED OFF WASHER FLUID AND CHECKED/SET TIRE PRESSURE.
CHECKED COOLANT, BRAKE AND POWER STEERING FLUIDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	PK5	OIL & FILTER KIT	19.10	19.10
J# 2	5	10001	OIL	****	****
J# 2	1	046	NYLON GSKT	****	****
B # 2	1	15400-PLM-A02	FILTER, OIL	****	****
JOB # 2 TOTAL PARTS				19.10	

JOB # 2 TOTAL LABOR & PARTS 42.80

J# 3 46HOZ05 ROTATE AND BALANCE UNITS: 0.50 TECH(S):575 39.50
CUSTOMER REQUESTS TIRES ROTATED AND BALANCED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				39.50	

J# 4 40HOZ BRAKES UNITS: TECH(S):575
CHECK CONDITION
FRONT BRAKES APPX 60% WORN
REAR BRAKES APPX 60% WORN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	HAZMAT	ENVIROMENTAL FEE		2.00



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3.

CUSTOMER NO. 30422	ADVISOR MICHAEL 239	TAG NO.	INVOICE DATE 01/10/09	INVOICE NO. H0CS54536
	LABOR RATE	LICENSE NO.	COLOR SILVER/	STOCK NO.
		MILEAGE 93560	DELIVERY DATE 11/01/97	DELIVERY MILES 10
	YEAR / MAKE / MODEL 97/HONDA/ACCORD/4DR LX		SELLING DEALER NO. 207862	PRODUCTION DATE
AMESBURY, MA	VEHICLE I.D. NO. 1HGCD563XVA		R.O. DATE 01/10/09	
	F.T.E. NO.	P.O. NO.		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 93561	

LABOR & PARTS-----
J# 1 12HOZ11 TIMING BELT UNITS: TECH(S):626 417.12
SCHEDULED REPLACEMENT

REPLACED TIMING BELT, WATER PUMP, AND AUX BELTS. ALSO PERFORMED
A COMPLIMENTARY COOLANT CHANGE AND VALVE ADJUSTMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	56992-PAA-A01	BELT, P.S. PUMP	13.21	13.21
JOB # 1	1	38920-P0A-J02	BELT, COMPRESSOR	25.43	25.43
JOB # 1	1	19200-P0A-003	WATER PUMP	72.00	72.00
JOB # 1	1	13405-PT0-004	BELT	51.05	51.05
JOB # 1	1	14400-PT0-004	BELT 113RU24 A-5	53.59	53.59
JOB # 1	1	0L999-9011	COOLANT TYP2 BLU	17.48	17.48
JOB # 1	1	06923-P0A-306	KIT, OIL SEAL RETA	3.21	3.21
JOB # 1	1	05088	CRC CLEANER	3.41	3.41
JOB # 1	1	12341-PT0-000	GASKET, CYL HD CV	10.09	10.09
JOB # 1	1	CPP063	3 STEP	39.95	39.95
JOB # 1 TOTAL PARTS				289.42	

JOB # 1 TOTAL LABOR & PARTS 706.54

J# 2 00HOZ01 OIL & FILTER SERVICE UNITS: TECH(S):626 7.15
CUSTOMER REQUEST OIL AND FILTER CHANGE
(TOP OFF WASHER FLUID AND CHECK/SET TIRE PRESSURES)
CHECK COOLANT, BRAKE, AND OTHER SEE THRU FLUID RESERVOIRS.
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
OIL AND FILTER SERVICE PERFORMED.
TOPPED OFF WASHER FLUID AND CHECKED/SET TIRE PRESSURE.
CHECKED COOLANT, BRAKE AND POWER STEERING FLUIDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	PK5	OIL & FILTER KIT	****	****
JOB # 2	5	10001	OIL	2.90	14.50
JOB # 2	1	15400-PLM-A02	FILTER, OIL	7.94	7.94
JOB # 2	1	94109-14000	WASHER, DRAIN 14	0.36	0.36
JOB # 2	1	PKTH3	TOP END CLEAN	****	****
JOB # 2 TOTAL PARTS				22.80	

JOB # 2 TOTAL LABOR & PARTS 29.95

J# 3 00HOZ010 WIPER BLADES UNITS: TECH(S):626 0.10
REPLACE WIPER BLADES
50?
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	76622-S84-A01	RUB, BLADE 600MM	5.23	5.23
JOB # 3	1	76630-SH2-A02	BLADE, WSW	13.76	13.76
JOB # 3 TOTAL PARTS				18.99	

JOB # 3 TOTAL LABOR & PARTS 19.09

J# 4 50HOZ07 BATTERY UNITS: TECH(S):626 0.00
CHECK BATTERY, REPLACE IF NEEDED



MIDAS
72 STOREY AVE.
NEWBURYPORT, MA 01950
(978)465-3300

PAGE 1

Customer ID: 4518033440

Name: [REDACTED]

Address: [REDACTED]

Address 2: [REDACTED]

City, State, Zip/Postal Code: AMESBURY, MA, [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Other Phone: [REDACTED]

Tax Exempt #:

Year: 97
Make: HONDA
Model: ACCORD LX
Lic No: [REDACTED]
VIN:
Color: SILVER
Engine: L4-2156cc 2.2L
Mileage In: 107253

Date/Time: 10/15/10 16:47:21
Estimate #: 74273
Invoice #: 65161
Key Tag:
PO Number:
Email Address:
Fleet/Wholesale: N
Unit Number:

Mileage Out: 107253

Service comments:

Qty.	Part #	RFR	Loc	Description	List	Labor	Total
LUBE OIL FILTER							
2	AF	*		ANTIFREEZE	18.99	0.00	37.98
				TOTAL LUBE OIL FILTER:	37.98		
MISCELLANEOUS							
1	2406	* F		RADIATORS	221.99	160.00	381.99
				WC#: Z45189033648			
				TOTAL MISCELLANEOUS:	381.99		

Midas issues warranties on specific products. The terms of which are in the Midas warranty binder on display in the front office. Most other products are warrantied for ninety days from the original date of installation. All warranty work or rework of repairs performed at Midas must be performed at a Midas shop able to perform necessary repairs. Midas retains the right to repair any damage incurred to a vehicle as a result of Midas having had possession of it. We will not reimburse customers for repairs performed at any other repair facility.

*** Customer Wishes To Discard Old Parts ***

We trust you are satisfied with our products and services. If for any reason you are not, Please contact us at 1-978-465-3300.

THANK YOU FOR YOUR BUSINESS

PAY AMOUNT
MCVISA 444.51

TECH: 000555-0.00 T. HARTMAN

FEE 7.80
SUB TOTAL 427.77
SALES TAX 16.74
GRAND TOTAL 444.51

INVOICE INVOICE MIDAS INVOICE
CUSTOMER COPY

Amesbury, MA



David Strickland
NHTSA
1200 NJ Ave., SE, W. Building
Washington, DC 20590