

JUN 21 2013

CL. 10424809-7065

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7A
Torrance, CA 90501-2746

Dear Sirs:

I wish to file a formal complaint on my 2009 Honda Civic Hybrid;
JHMFA36239S [REDACTED]. The Last Case file with American Honda is N012013-05-
2800812. This vehicle has had a maintenance history headache from the very outset
as is indicated by the Service Record recorded at the dealer of purchase. Sheehy Honda,
7434 Richmond Highway, Alexandria, VA 22306.

The last maintenance headache occurred when the vehicle had 25,448 miles.
The condition of the rear brakes required the total replacement of disks and brake pads.
In addition I was informed that the tires which had the same number of miles were worn
out requiring a new set of 4 tires within the next 3 months.

The exterior finish of the car is deplorable, the gas milage hovers around 30
miles/gallon. Certain electrical cables underneath the car have inadequate protection
so that chipmunks for the cable insulation delicious requiring \$400.00. of repair.

Becoming very dissatisfied with the vehicle, I did approach the Sheehy Manager
who had been managing the Alexandria Honda to determine what I would receive for a
tradein at the Sheehy Ford dealership she now managed. Needless to say, because of
the record of this car the value offered was not what it should be had Honda
manufactured this car in the excellent manner it previously accomplished. My 2003
Honda Pilot is a better vehicle.

It is noted that the Honda Dealership I did purchase the car from did give me a
105 discount because I am a Sheehy VIP member. I am thankful for that.

My complaint is that the vehicle is not operating properly because of its low gas
mileage, worn out brakes and tires at only 25,448 miles. All maintenance has been
performed as defined in the owner's manual as recorded at the dealership. The
condition of the brakes & tires were never reported to me at any previous
maintenance. I did request that Honda Motors inspect this vehicle at the time of this
brake replacement. Honda declined to do so. A young lady did call providing defined
Corporate Talking points on why their vehicle was fine. I firmly believe this car is a
Lemon and would hope to receive an offer from Honda to either purchase the car or
refund the money's for the brake and electrical service.

From another point of view: I have received offers from Honda to purchase my
Ford Escape Hybrid. It is one great car.

[REDACTED]
Springfield, VA [REDACTED]

NAM
62413
SMD



SHEEHY HONDA

www.sheehy.com
7434 RICHMOND HIGHWAY (RT. 1)
ALEXANDRIA, VIRGINIA 22306
PHONE 703 - 660-0100

LIMITED WARRANTY
PARTS AND LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.
SERVICE HOURS
MON. - FRI. 7:30 AM TO 6:30 PM
SATURDAY 8:00 AM TO 5:00 PM

1006410			ADVISOR JOE DEGUZMAN	800859	TAG NO. 3121	INVOICE DATE 05/30/13	INVOICE NO. HOCS166909
[REDACTED] SPRINGFIELD, VA [REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE 25,448	COLOR CRYSTAL BLK	STOCK NO.
CUSTOMER NO.			RESIDENCE PHONE		BUSINESS PHONE	F.T.E. NO.	P.O. NO.
COMMENTS			YEAR / MAKE / MODEL 09/HONDA/CIVIC HYBRID/4DR SDN HYB CV		DELIVERY DATE 03/07/09	DELIVERY MILES 7	PRODUCTION DATE
R.O. DATE 05/25/13			REPRINT# 1		MO: 25450		

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ISS	INTERNAL SHOP SUPPLIES		INTERNAL 23.88
JOB # A	SS	SHOP SUPPLIES AND HAZARDOUS WASTE		-100.00
JOB # 1	CL	10% DISCOUNT		INTERNAL -76.12
JOB # 2	ISC	OFFSET INTERNAL SHOP SUPPLIES		
TOTAL - MISC				

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$488.00 (+TAX)

COMMENTS
DROP OFF

RECOMMENDATIONS
REC. 30K MILE SERVICE NEXT MAINT!
NOTE: VEHICLE WILL NEED TIRES SOON BEFORE WINTER

TOTALS	
TOTAL LABOR....	238.75
TOTAL PARTS....	309.69
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	23.88
TOTAL MISC DISC	-100.00
TOTAL TAX.....	15.49

TOTAL INVOICE \$ 487.81

QUALITY CHECK PARKING SPOT

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD *

* [] A/R [] OTHER *

CUSTOMER SIGNATURE

PAID
MAY 30 2013
BY: _____

The Reynolds and Reynolds Company, EPALZRNIVE, CC:186641 Q, (11/12)

You have earned \$47.00 in SHEEHY VIP Bucks

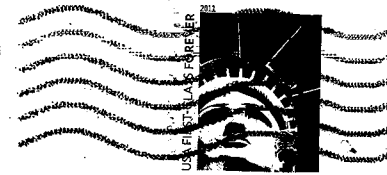


Springfoeld, VA

2013

NO VA 220

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