

CI-10448732-4292

NVS-200

FEB 16 2012

February 6, 2012

American Honda Motor Co.
Honda Customer Service
MailStop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

Dear American Honda Motor Co.,

As a Honda owner, we decided to write you a letter and notify you of the recent mechanical issues with our 2004 Honda CR-V.

This is our third family Honda and we were very surprised at the poor performance and diagnosis. Our CR-V has 59,175 miles and was just diagnosed with a transmission and torque failure. We have our car serviced regularly and noticed that the tires were wearing poorly. We replaced our tires and then noticed a chatter when the steering wheel was turned for parking.

Upon inspection the mechanics diagnosed it as a transmission and torque problem. The car was taken from us for 3 days. The problem was in fact repaired and returned to us. The issue has been resolved at a cost of \$1,908 out of our pocket!

We know that our warranty does not cover this but it is important for you to know for future design and possible recalls.

We are not unhappy customers, we felt it is important for you to be aware that there are problems from time to time.

Attached is a copy of the repair bill and the cost. If there is something you would like to offer us, please don't hesitate. In these economic times, \$1908 is a lot of cash to have to lay out when your car is just getting "broken in" at 59,175 miles.

[REDACTED]
Vin: SHSRD788144 [REDACTED]
2004 Honda CR-V Green
59,175 miles!

✓Cc: National Highway Traffic Safety Administration

MC
021612
TFW

THANK YOU FOR VISITING YOUR
COTTMAN TRANSMISSION CENTER

No 408177

SOURCE	YP	NP	SS	REF	WHS	RAD	TV	REP	REL	FRND	COUP	
RETAIL:		OUTSIDE SALES:			Ref			W/S	BY			
DATE / TIME	ADDRESS		CITY		STATE		ZIP CODE					
11/30/12	[REDACTED]		MT Top		PA		[REDACTED]					
HOME PHONE	[REDACTED]	COLOR	VIN	MILES	IN							
		COTTON	SHSRD78814U	[REDACTED]	59175		OUT					

"If warranty service is needed and you are 50+ miles from this Center, bring your vehicle to the nearest Cottman for repair authorization"

Cottman Transmissions Center # 2961
Bill O'Hara Phone :570-287-3148
181 Market Street @ Dawnes Ave
Kingston, PA 18704



YEAR	MAKE	MODEL	TRANS. TYPE	ENG. TYPE
04	honda	CRV	MRVA	2.4

WARRANTY: DETAILS OF LIMITED WARRANTY ON REVERSE SIDE	10 DAY CHECK BY
12 MOS or 12000 mi	11

CUSTOMER PROBLEM/REQUEST

NOTES

I hereby waive my right to a written estimate.

TransCheck 21 PLUS™ SERVICE	NO CHARGE
Remove check + INSTALL	395.00
MRVA TO SG2 Specs	995.00
torque converter (R)	410.00

ELECTRONIC SCAN: OPTIONAL \$

TransCheck 21 PLUS™ SERVICE

FLUID CHECK		PAN EXAM BY: <i>None</i>		ROAD TEST BY: <i>Ben</i>	
<input checked="" type="checkbox"/> CORRECT <input type="checkbox"/> HIGH <input type="checkbox"/> LOW	<input type="checkbox"/> CLEAN <input type="checkbox"/> BURNT <input checked="" type="checkbox"/> CONTAMINATED	<input type="checkbox"/> NORMAL <input type="checkbox"/> VARNISH <input checked="" type="checkbox"/> EXCESSIVE CONTAMINATION	<input type="checkbox"/> WATER <input type="checkbox"/> CLEAN	<input type="checkbox"/> FLUID LEAKS <input type="checkbox"/> NO FLUID LEAKS <input type="checkbox"/> MINOR <input type="checkbox"/> INTERNAL	
REV. ENGAGE	OK NG	ENG. RPM	OK NG	RADIATOR	OK NG
DRIVE ENGAGE	OK NG	THROT. LINK	OK NG	FAN CLUTCH	OK NG
1-2 SHIFT	OK NG	MAN. LINK	OK NG	AUX. COOLER	YES NG
2-3 SHIFT	OK NG	COOLING LINES	OK NG	EXHAUST SYS	OK NG
3-4 SHIFT	OK NG	MODULATOR	OK NG	OIL LEAKS	OK NG
LOCK-UP	OK NG	INDICATOR	OK NG	CLUTCH CABLE / LINK	OK NG
KICK DOWN	OK NG	NEU SWITCH	OK NG	HYDRAULICS	OK NG
NOISES	NO YES	BAND ADJ.	NO YES	1-2 SHIFT	OK YES
SPEEDOMETER	OK NG	CV / U-JOINT / AXLES	OK NG	2-3 SHIFT	OK NG
TOW BAR	NO YES	TRANS MOUNT	NO YES	3-4 SHIFT	OK YES
VACUUM	OK NG	MOTOR MTS.	OK NG	4-5 SHIFT	OK NG

DETAILS OF SERVICE GRADE ON REVERSE SIDE			AUTHORIZATION	
DATE/TIME	WORK AUTHORIZED	COST	I HEREBY AUTHORIZE THIS WORK. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THIS AMOUNT OF REPAIRS THERETO. TERMS ARE CASH ON DELIVERY EXCEPT ON APPROVED CREDIT.	
IF BY PHONE:	RECEIVED BY:	SS#/DR. LICENSE #	TOTAL	
PHONE NO.			1800.00	
IF IN PERSON:	RECEIVED BY:	SS#/DR. LICENSE #	TAX	
DATE/TIME	WORK AUTHORIZED	COST	108.00	
1/30/12	SG2	1908.00	AMOUNT	
PHONE NO.	RECEIVED BY:	SS#/DR. LICENSE #	DATE PAID	
			2/4/12	
IF IN PERSON:	RECEIVED BY:	SS#/DR. LICENSE #	<input type="checkbox"/> CASH <input type="checkbox"/> CERTIFIED CHECK <input checked="" type="checkbox"/> CREDIT CARD	
DATE/TIME	WORK AUTHORIZED	COST	AUTH. NO.	
1/30/12	SG2	1908.00	122P	

REMY. <i>Rw</i>	INST. <i>Rw</i>	CERTIFICATION	REQUEST <input type="checkbox"/> DO NOT REQUEST <input type="checkbox"/> the Return of my old parts	COMPLETE CERTIFICATION
BLDR. <i>AK</i>	CHECK. <i>TO</i>	ABOVE REPAIRS PROMPTLY PERFORMED	CORE CHARGE \$	I have received the car specified above and a copy of this repair order. X



Pittston, PA

SCRANTON, PA 184

US FEB 2012 7011



Administrator
National Hwy Traffic Safety Admin.
1200 New Jersey Ave., SE
Washington, DC 20590

