

CL-10515244-9268

MAY 31 2013

[REDACTED]
Centerville, GA [REDACTED]

May 22, 2013

**Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590
Torrance, CA 90501-2746**

Dear Customer Service Representative:

Re: 2006 Honda Accord EX (V6) VIN: 1HGCM66596A [REDACTED]

On April 4, 2013 I wrote American Honda requesting I be reimbursed for additional expenses incurred due to the faulty engineering and poor quality of the OEMs power steering hose. After receiving the letter American Honda contacted me by phone to inform me that my request for reimbursement would not be honored.

Due to the fact that this vehicle functioned for many years with the faulty hose the power steering pump had to also be replaced on April 3, 2013. On that day I took my car into Walsh Honda in Macon, GA for maintenance and to have the power steering hose replaced as advised in a letter from American Honda Motor Co (NHTSA Recall 12V-222). Unfortunately, upon further examination it was discovered that the power steering pump needed to be replaced also.

To resolve this issue I request that American Honda reimburse me for all additional expenses incurred because of the defected power steering and fix or replace any other mechanisms that may have been damaged or functional life has been exhausted due to overworking and compensating for the defected hose. Enclosed are copies of my records including repair receipts.

I look forward to your reply and a resolution. Please contact me at the above address or by phone at [REDACTED] after 5 PM.

Sincerely,

[REDACTED]

Enclosure(s)

Letter to Honda of AMERICA
Invoice

ET
53113
SMD

Centerville, GA

April 4, 2013

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

Dear Customer Service Representative:

Re: 2006 Honda Accord EX (V6) VIN: 1HGCM66596A

On April 3, 2013, I took my car to Walsh Honda in Macon, GA for maintenance and to have the power steering hose replaced as advised in a letter from American Honda Motor Co (NHTSA Recall 12V-222).

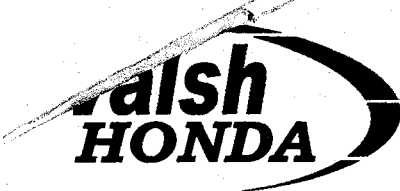
Unfortunately, upon further examination it was discovered that the power steering pump needed to be replaced also. From the day I purchased my car in 2008 there has always been a slight whine heard when turning the steering wheel. I am disappointed because for 5 year I suffered listening to this noise and at one point I smelled smoke coming from under the hood. At that time I took it to the dealership and I was told it could potentially start a fire and need to be repaired. After having this repair done I no longer hear any whining. The unusual wear and deterioration of the transmission hose caused extra wear and tear on the transmission pump. As a result of the poor and improper functioning of the initial power steering hose, I incurred cost that could have been avoided.

To resolve the problem, I would appreciate you reimbursing me for parts and labor paid to fix the power steering pump. Enclosed are copies of my records including repair receipts.

I look forward to your reply and a resolution to my problem and will wait until May 4, 2013 before seeking help from a consumer protection agency, National Highway Traffic Safety Administration, and/ or Better Business Bureau. Please contact me at the above address or by phone at

Sincerely,

Enclosure(s)



2056 Eisenhower Pkwy.
 Macon, GA 31206
 (478) 788-4510
 www.walshhonda.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. - 1:00 p.m. Saturday

R/O Open Date	R/O Number
4/03/13	6047399/2
R/O Close Date	Status
4/03/13	Pre-Invoice
Mileage In	Mileage Out
162450	162451
Service Advisor / Tag #	
DEXTER D SCOTT/8510	

MONTEZUMA, GA		Work Phone	Vehicle Identification Number	
		Home Phone	1HGCM66596A	
Year	Make	Model	Body	Color
2006	HONDA	ACCORD EXVL	4DR	RE
6333				
			Delivery Date	In-Service Date
			5/29/08	
			License Number	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 38616-P8C-A01 :MOTOR, COOLING FAN 1@235.97	235.97
Installed DEMO :KEY BLANK 1@10.00	10.00
REMOVED AND REPLACED THE A/C CONDENSOR FAN MOTOR,	
Sub Total: 383.97	

#4 * 82RPWSTRPP: REPL POW/STEER PUMP	
DURING REPAIRS, THE POWER STEERING PUMP IS LEAKING AND CAUSING NOISE	
Caused by	
INSPECTED NAD P/S PUMP IS LEAKING	
Work performed by PAUL J HASTINGS (75)	92.00
Installed 56100-RCA-A02RM :P/S PUMP (RCA-A01) 1@279.66	279.66
REMOVED AND REPLACED THE POWER STEERING PUMP.	
Sub Total: 371.66	

#6 * 41RTRANSEA: REPL TRANS SEALS	
DURING VEHICLE REPAIRS/INSPECTION. THE LEFT SIDE AXLE SEAL IS LEAKING TRANS, FLUID...	
Work performed by PAUL J HASTINGS (75)	138.00
Installed 91205-POX-005 :OIL SEAL (40X56X9) 1@13.35	13.35
REMOVED AND REPLACED THE LEFT FRONT CV-AXLE SEAL	
Sub Total: 151.35	

Please Note: 327-3459 OR 244-9306	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacture for diagnostic and research purposes.

LIMITED WARRANTY: 12 months or 12,000 miles warranty on genuine Honda parts and labor.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	368.00
PARTS	538.98
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	37.73
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	944.71

2056 Eisenhower Pkwy.

Macon, GA 31206

788-4510

nhonda.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 1:00 p.m. Saturday

R/O Open Date	R/O Number
4/03/13	6047399/1
R/O Close Date	Status
4/03/13	Pre-Invoice
Mileage In	Mileage Out
162450	162451
Service Advisor / Tag #	
DEXTER D SCOTT/8510	
Vehicle Identification Number	
1HGCM66596A	
Delivery Date	In-Service Date
5/29/08	
Color	License Number
RE	

MONTEZUMA, GA

Work Phone
Home Phone
Body

Year	Make	Model	Body
2006	HONDA	ACCORD EXVL	4DR
6333			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 9913012: SAFETY RECALL 13-012 03-07 ACCORD V6 POWER STEERING HOSE REPLACEMENT DUE TO POSSIBLE FLUID LEAK. 5121G8 1.20 5NP00 S6000 FP# 53713-SDB-A01-- CONFIRM WITH A VIN STAT!</p> <p>Caused by POWER STEERING HOSE MAY LEAK POWER STEERING FLUID!</p> <p>Work performed by PAUL J HASTINGS (75) Installed 08206-9002 :FLUID, P.S. Qty: 3 Installed 06530-SDB-306 :KIT, P/S FEED HOSE Qty: 1 REMOVE AND REPLACE POWER STEERING HOSE!</p>	<p>Warranty Warranty Warranty</p>
<p>#2 - 03EXPSERA: EXPRESS SERVICE A Perform Express Service A Change oil and oil filter perform a multi point inspection. (attach for m)</p> <p>Work performed by PAUL J HASTINGS (75) Installed 05W20-BAS-N0LQT :MOTOR OIL 5W20 Kit: Installed 15400-PLM-A02 :FILTER, OIL Installed 94109-14000 :WASHER, DRAIN (14MM) AS PER MR. WALSH,,,,, FREE OIL CHANGE AS A GOOD GESTURE FOR LOYAL CUSTOMER</p>	<p>Internal Internal Internal Internal Internal</p>
<p>#3 - 58: AIR CONDITIONER CUSTOMER HEARS STRANGE FAN TYPE NOISE FROM OUTSIDE WHEN A/C COMES ON AND OFF</p> <p>Caused by INSPECTED AND FOUND THE A/C CONDENSOR FAN MOTOR IS MAKING NOISE</p> <p>Work performed by PAUL J HASTINGS (75)</p>	<p>138.00</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacture for diagnostic and research purposes.

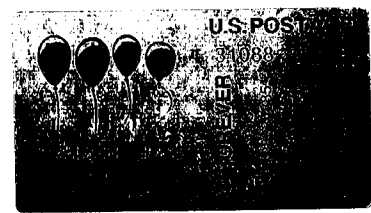
LIMITED WARRANTY: 12 months or 12,000 miles warranty on genuine Honda parts and labor.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

[Redacted]
Centerville, GA [Redacted]



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

20590

