

July 11, 2013

JUL 31 2013

Sirius XM Radio, Inc

Attention: Listener's Care

Enclosed is your bill for \$35.72 for my former 2010 Honda Odyssey Van (Encl). While owning this van, the radio station would change from XM1-6 (61) to XMZ (63) to FM then to AM over a three year period. It was a constant frustration for me. During this period, two radios were replaced, numerous radio harnesses were replaced. (See enclosure 2) It was hoped that this would clear up the problem, however it did not. In addition, I was given four different rental cars while trying to correct this problem over many months, with no avail. This problem, I believe was due to your faulty satellite radio signal. Why does your satellite radio station signal change?

I recently went so far as to purchase a new Honda Odyssey Van, VIN 5FNRL5H62DB [REDACTED]. The radio does not have an ID number. This new van has a ninety day trial prepaid subscription with Sirius. I should be billed after this 90 day trial period ends. I purchased the 2013 van because I did not want my daughter to have to deal with these problems with Sirius that I was experiencing. I spent \$8,000.00 in hopes the new 2013 van would not have this same problem. However it does. After a two week period, the radio stations changes to XM2 (63), then to 'no disc'. What I don't understand is why your satellite radio signal changes channels at all. The problem lies with Sirius, not with either van.

I believe the Sirius XM Radio, Inc should be sued for all the expenses and all the frustration that I have incurred dealing with the 2010 and 2013 Odyssey Vans's Sirius Radio, including the \$8,000.00.

These problems have caused me mental anguish and loss of sleep. I am an elderly man and should not have to deal with this. It is your problem and I request an urgent reply to what your company plans to do regarding the aforementioned problem.

[REDACTED]  
Kansas City, MO [REDACTED]  
[REDACTED]

2 Encls.

cc: Missouri Attorney General, attn: Chris Koster Dept of Transportation  
Consumer Report President, attn: Jim Guest Honorable Raymond L. La Hood  
Honda of Tiffany Springs President, attn: Bobby Hennessey US Senator Claire McCoskill

NM  
8113  
SMD



PAYMENT NOTICE

Page 1 of 1

Account Number: [REDACTED]

01407513

2710 43020 Odyssey Jan

[REDACTED]  
KANSAS CITY MO

ACCOUNT NUMBER: [REDACTED]

ONLINE USERNAME: [REDACTED]

INVOICE NUMBER:  
X-1540435421

DUE DATE:  
07/08/2013

AMOUNT DUE: \$35.72

ACCOUNT SUMMARY

Description	Amount
SiriusXM Service	\$29.97
Radio Service Fees	\$3.75
Current Charges Subtotal	\$33.72
Invoice Fee	\$2.00
<b>Total Amount Due</b>	<b>\$35.72</b>

Service Detail for Radio ID DWC261MR

Odyssey

Date	Description	Charge
06/24/13-09/24/13	XM Select 3 Month	\$29.97
06/24/13-09/24/13	U.S. Music Royalty Fee	\$3.75
<b>Total Current Charges</b>		<b>\$33.72</b>

Exclusive Subscriber Benefits

You're eligible for these great benefits. Just tell us your listening preferences at [siriusxm.com/whatilike](http://siriusxm.com/whatilike)

Private Performances and Events

Listen in, or win tickets to exclusive SiriusXM events, in-studio performances and concerts by some of the biggest names in music, sports and entertainment

Your Personalized Newsletter

The **SiriusXM Highlights** e-newsletter brings you the latest on SiriusXM programming, music and events - and we'll customize it to suit you.

Custom Channel Guide

Select your listening preferences and we'll create a personalized channel guide just for you

[siriusxm.com/whatilike](http://siriusxm.com/whatilike)

3 Easy Ways to Pay

- Call 1-866-518-3925
- Online at [siriusxm.com/myaccount](http://siriusxm.com/myaccount)
- Mail the remit below with your payment



P.O. Box 33174  
Detroit, MI 48232-5280



Check the boxes that apply and enter your information on the back of this form:

- Pay by Credit/Debit Card** - Yes, I want to switch to recurring electronic payment.
- Changes** - Update my contact information.

ACCOUNT NUMBER: [REDACTED]

DUE DATE:

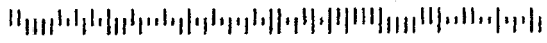
07/08/2013

AMOUNT DUE:

\$35.72

AMOUNT ENCLOSED: \$ 35.72

AB 01 014075 73876 B 73 A



KANSAS CITY MO [REDACTED]

See important **Automatic Renewal Terms** on reverse.

Do not send cash. Make check or money order payable to:



SIRIUS XM RADIO INC  
PO BOX 78054  
PHOENIX AZ 85062-8054

40000000000000000000 [REDACTED] 000000035723

Enc 1

CUSTOMER NAME [REDACTED] SERIAL NO. 5FNRL3H66AB [REDACTED]  
 TOTAL R/O'S 8 TOTAL SERV. DAYS 113 MAKE HO HONDA

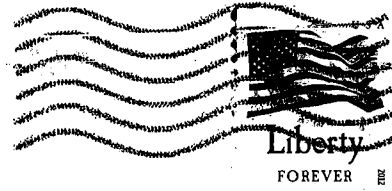
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	171644	06/06/2013	7088	A	1708			
				T	1067	1	I 50HOZ11	IGNITION SYSTEM
				T	1067	2	I 51HOZ	BODY ELECTRICAL
2	167250	04/02/2013	7088	A	1708			
				T	1067	1	I 52HOZ04	SOUND SYSTEM
3	162414	01/16/2013	6246	A	1708			
				T	1067	1	W 52HOZ03	SOUND SYSTEM
4	162041	01/10/2013	6052	A	1708			
				T	1067	1	W 52HOZ03	SOUND SYSTEM
				T	1067	2	C 45HOZFREEN	FREE ALIGN CHECK
5	161156	12/27/2012	6051	A	1708			
				T	1003	1	I 52HOZ03	SOUND SYSTEM
6	109439	10/04/2010	3112	A	1074			
				T	1615	1	W 30HOZ01	AUTO TRANS CONCE
7	95495	03/10/2010	11	A	1456			

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (DV=DOCUMENT VIEW)

Kansas City, MO

KANSAS CITY 640

15 JUL 2013 PM 2 L



Dept of Transportation  
Honorable Raymond L. Hood  
400 7th St SW, Wash. DC

20226