

February 9, 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

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

RE: Faulty Honda CrV-LX 2014/VIN 3CZRM3H37EG [REDACTED]

FEB 19 2015

Dear Sir/Madam,

Please see attached correspondences, which I tried last in last 72 days to resolve the problem with the dealer Curry Honda in Atlanta, Georgia.

I have a Honda CrV LX 2014 that I leased on November 20th, 2014 from the Curry Honda location in Atlanta, GA. Post purchase I realized that the passenger seat was faulty due to a missing armrest. It's highly uncomfortable and unsafe for the passenger. This should be considered defective. I reported this issue within 7 days of purchase on November 27th, 2014. I tried to resolve this matter with the Curry Honda dealer and spoke with my sales representative, Ron Williams, while the car had less than 500 miles (380).

It has now been over two months since I reported the issue. Recently I got a call leading to false hope with replacing the defective car. When the representatives offered to fix the car by replacing with the new 2015 Honda CRV LX (middle console for both driver and passenger), their intentions were actually to sell me the 2015 Honda CRV LX. I respected the offer, but I'm currently paying \$355.00 a month and now they offered me the new 2015 Honda CRV LX for \$440 a month for 72 months. I told them I would not change my payment (and cannot afford to) just because they made the mistake in offering me a defective vehicle.

Now all I want is the arm rest to be fixed in my current 2014 Honda CRV or a console addition like the 2015 Honda CRV LX.

Hope, you would be kind enough to take action on this serious matter and resolve as soon as possible. Thank you.

[REDACTED]

Doraville, GA [REDACTED]
Home: [REDACTED]
Cell: [REDACTED]
Email [REDACTED]

c.c. President, American Honda Motor Co., Inc

BBB of Georgia

ET
22415
SMD

NOTE:

This is the last email I received from Curry Honda which is hopeless and you can see they are not resolve the problem selling another car with high payment \$441.00 instead of my current payment \$355.00. Asu Kiri

Here is what we could currently do in trading you out of your current CRV.

2015 CRV LX MSRP \$24,200

Your price \$22,547

Trade difference \$5,598(-)

After taxes and fees based on 2.9% at 72 months puts the payment around \$441.02.

Now there are a couple of things in play here that with a little bit of time could possibly lower that payment. There are no incentives on the new CRV right now and no special rates. Once Honda releases those the price would drop and so would the interest rate. That will make a big difference. So we would recommend holding off until Honda's March incentives come out. At that time we can put together numbers again that will hopefully be in a more doable payment range for you.

Let me know your thoughts.

TJ Toreno

Operations Manager

Curry Honda Atlanta

ttoreno@curryhondaga.com

770-451-2700 ext 2013

[REDACTED]
Doraville, GA [REDACTED]

January 8, 2015

President
Curry Honda Atlanta
5525 Peachtree Industrial Blvd
Chamblee, GA 30341

My letter to President, Curry Honda
after my failed try since NOV
20, 2015 with Ron Williams,
Sales Rep.

RE: Defective/No ARM REST- Honda CR-V 2014 5DR 2WD LX- VIN#3CZRM3H37EG [REDACTED]

Dear President,

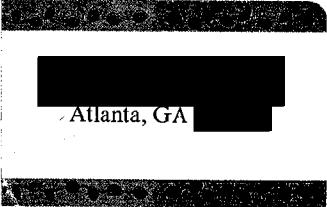
I have got the car listed above leased from your Dealership on November 20, 2014. I am very dissatisfied with the service and product. I have already attempted to resolve this problem with Sales Representative, Ron Williams. I did not get chance to get a test drive of the car and did not get to inspect the car to notice the missing front sit passenger ARM REST which we've had in our previous Honda CRV's and our other current 2010 CRV LX. I found this problem after I took the car home and my wife sat there. I reported that complaint to Ron Williams week after I took the car. Since then Ron Mr. Williams told me that he is trying to resolve this matter with his management. I have tried to contact him many times to know the status it seems hopeless. I wanted to return the car week after my lease, when it had less than 500 miles on the car but Ron Williams did not let me do it. After receiving email from Sr. Vice President of American Honda Motor Co Inc, Bruce Smith, I also reported them the same problem over the survey.

I do not understand why this car does not have a passenger ARM REST? I think this is defective and it's not convenient for passenger in the 2014 CRV LX. It is uncomfortable and makes passenger unrest the arm. I request this need to be fixed and resolved within a time frame.

Please take this matter seriously and let me know your decision. Thanks.

[REDACTED]
Doraville, GA [REDACTED]
[REDACTED]

c.c. Bruce Smith, Sr. Vice President of American Honda Motor Co Inc.
Georgia Governor's Office of Consumer Protection
Georgia Better Business Bureau



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National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

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