



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-AUG-2015

Repository

Reference No.  
10749732

**OWNER INFORMATION (Type or Print)**

Name

Address

City DAMASCUS

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNRL5H6XEB		Make HONDA	Model ODYSSEY	Model Year 2014
Date Purchased 08/17/2014	Dealer's Name and Telephone Number HERSON'S HONDA		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City ROCKVILLE	State MD	Zip Code 20855	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 11-MAR-2015	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL, ENGINE (PWS)	Failure Mileage 7774	Failure Speed
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2014 HONDA ODYSSEY. THE CONTACT STATED THAT THE VEHICLE STALLED AND THE CHECK ENGINE WARNING LIGHT FLASHED CONSTANTLY. IN ADDITION, THE RPMS DECREASED, THERE WAS A LOUD NOISE COMING FROM THE VEHICLE, AND THERE WAS A DRASTIC REDUCTION OF SPEED. THE VEHICLE WAS ALSO SHAKING AND VIBRATING, WHICH CAUSED THE CONTACT TO BE UNABLE TO CONTROL THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER ON TWO OCCASIONS WHERE THE FAILURE WAS UNABLE TO BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 7,774.

SEE ATTACHED DOCUMENTS  
I have a videos of flashing check engine light if you need  
I can forward it when needed. (Please let me know).

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached documents/correspondances/invoices. I also have videos of \*flashing check engine light if you need I can forward it. Please provide me with an e-mail address where you would like me to forward it. If you have any questions please do not hesitate to contact me at [redacted] Thank

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC  
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
**www.safercar.gov**

or call:  
**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



**BRIAN E. FROSH**  
*Attorney General*

**ELIZABETH F. HARRIS**  
*Chief Deputy Attorney General*

**THIRUVENDRAN VIGNARAJAH**  
*Deputy Attorney General*



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

**STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION**

WRITER'S DIRECT DIAL NO.

410-576-7090  
Fax: (410) 576-7040

September 8, 2015

[REDACTED]  
Damascus, MD [REDACTED]

Re: Herson's Honda, American Honda Motor  
Co., Inc.  
Case No.: [REDACTED]

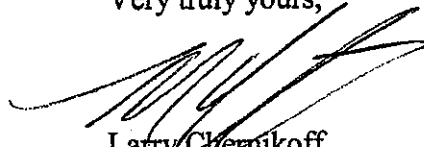
Dear [REDACTED]

We have attempted to resolve your complaint against American Honda Motor Co., Inc. We regret to advise you that American Honda has declined to provide the relief you desire. The business contends that your vehicle is performing properly and they are not able to replicate the issue. You may want to look in your owners manual and go to arbitration.

This office is unable to require a business to resolve a dispute through mediation or compel it to submit a dispute to arbitration. If you wish to pursue your complaint, only a court can determine what rights you have in this matter and order an appropriate remedy. In deciding whether to bring private legal action, you may wish to consult an attorney. This office cannot provide legal advice or serve as your private attorney in any action you decide to bring. If you decide to sue alleging a violation of the Maryland Consumer Protection Act, your attorney may ask the court to award reasonable attorney's fees in addition to your claim.

You may also be able to file suit, without an attorney, in Small Claims or District Court. Please see the enclosed information for assistance in filing your suit. You may want to keep the papers from this case as they may be helpful if you file suit.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Larry Chernikoff', written in a cursive style.

Larry Chernikoff  
Mediator

Enclosure

## **District Court Self Help Center**

The District Court Self Help Center assists with filing small claims and landlord/tenant cases. Phone assistance is available at 410-260-1392, 8:30 a.m. to 12:00 p.m. and 2:00 p.m. to 4:30 p.m. Live Chat assistance is available Monday through Friday, 8:30 a.m. to noon and 2:00 p.m. to 4:30 p.m.

<http://mdcourts.gov/district/selfhelpcenter/home.html>

## **The People's Law Library of Maryland**

The People's Law Library is an easy-to-use website maintained by the Maryland State Law Library and provides information for self-represented litigants on a variety of issues. Law librarians are available through the website on Tuesdays, 9 a.m. to 11 a.m. and 2 p.m. to 4 p.m., and Thursdays, 2 p.m. to 4 p.m.

<http://www.peoples-law.org>

## **Publications**

If you do not have internet access, you may obtain copies of the following publications by contacting your local district court. The publications are available in English and Spanish.

### ***How to File a Small Claim in the District Court of Maryland***

<http://www.courts.state.md.us/district/forms/civil/dccv001br.pdf>

### ***How to Resolve Issues With Your Landlord***

<http://www.courts.state.md.us/district/forms/civil/dccv082tbr.pdf>

RECEIVED  
OFF OF THE ATTORNEY GENERAL

2015 SEP -4 P 2:27

September 3, 2015

State of Maryland  
Office of the Attorney General  
Consumer Protection Division  
200 Saint Paul Place  
Baltimore, MD 21202  
Attn: Larry ChernikoffRe: Haroon Mian  
2014 HONDA ODYSSEY EX-LRESCase number: [REDACTED]  
VIN: 5FNRL5H6XEB [REDACTED]

Dear Mr. Chernikoff:

Thank you for providing American Honda Motor Co., Inc. (AHM) the opportunity to review and address [REDACTED] concerns. We reviewed the complaint regarding his 2014 Honda Odyssey, vehicle identification number 5FNRL5H6XEB [REDACTED] with the servicing dealership, Herson's Honda and the Honda Field Representative who has inspected the vehicle. AHM found that there are no defects in materials, workmanship, or manufacturing that can be related to the symptoms described by the customer.

The customer has brought the vehicle to Herson's Honda on four occasions, first on 3/16/2015 and the second on 3/25/2015. The customer reported on both times the following: "Customer states check engine light came on vehicle sputtered and slowed down vehicle without acceleration. Engine light went off and all driving back to normal." The dealership inspected the vehicle on both occasions and found no issues present. The customer has not been able to duplicate his issue to the dealership.

[REDACTED] later sent a letter dated March 27, 2015 to AHM requesting for the vehicle to be repaired. Based on the customer's request, AHM arranged for an inspection to be performed by the Honda Field Representative along with the dealership's technicians. The inspection was scheduled on April 23, 2015 and the vehicle was kept at the dealership for testing until May 7, 2015. After extensive testing and diagnosis, no issues were found. The dealership and AHM has shared these findings with the customer. Again, the customer was not able to duplicate his issue.

[REDACTED] again contacted AHM and advised his concern was present again on July 28, 2015. The Mediation department was made aware of the customer's call and the customer was contacted on August 7, 2015. The customer reported his concern and advised he had taken a video and taken the vehicle to the dealership again. AHM reviewed the video and contacted the dealership to review their findings. The dealership inspected the vehicle, found no diagnostic trouble codes and the concern was not duplicated. His vehicle was found to be operating as designed.

The customer was contacted back on August 13, 2015 and we explained each time the vehicle has been inspected, no defects were found, and the vehicle was found to be operating as designed. AHM offered to have our Honda Field Representative inspect the vehicle for a second time, and the customer declined.

Enclosed: All Repair Orders (4 Visits)


# HONDA

American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

It was recommended to the customer that he take the vehicle to the nearest dealership while the vehicle is in that described state of operation.

Based on our current available information, there has been neither an excessive number of repairs nor time out of service for a verified nonconformity that substantially impairs the use, value or safety of the vehicle, and we are unable to grant the customer's request to repurchase/replace the vehicle at this time. If new information becomes available, please submit it to our office for review.

Sincerely,  
AMERICAN HONDA MOTOR CO., INC.



Chris Tatro  
Mediation Case Manager  
310-781-5040

Enclosed: All Repair Orders (4 Visits)

**BRIAN E. FROSH**  
*Attorney General*

**ELIZABETH F. HARRIS**  
*Chief Deputy Attorney General*

**THIRUVENDRAN VIGNARAJAH**  
*Deputy Attorney General*



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

**STATE OF MARYLAND**  
**OFFICE OF THE ATTORNEY GENERAL**  
**CONSUMER PROTECTION DIVISION**

WRITER'S DIRECT DIAL NO.

410-576-7090  
Fax: (410) 576-7040

August 19, 2015

American Honda Motor Co., Inc.  
1919 Torrence Blvd.  
MS 500-2N-7F  
Torrance, CA 90501

IN RESPONSE REFER TO  
CASE NO.: [REDACTED]

Re: [REDACTED]  
Damascus, MD [REDACTED]

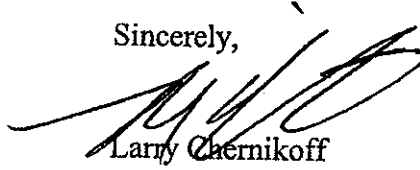
Dear Sir/Madam:

Enclosed is a copy of the letter we received from the above-named consumer in response to your letter dated May 28, 2015. The consumer has contacted this office again as the same dangerous problem exists with this vehicle. [REDACTED] states that operating this vehicle is dangerous to the him, his family and others on the highway. The consumer would like you to consider further this additional information in attempting to resolve this matter.

Please review the attached materials as well as any records you may have about the transaction and respond in writing within two weeks to discuss a fair and equitable solution. If you wish to discuss the matter, I can be reached at 410-576-7090 on Tuesday and Wednesday between 9:00 a.m.-2:00 p.m.

Thank you for the courtesy of your reply and taking the time to contact us in our efforts to resolve the consumer's complaint.

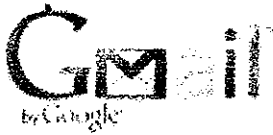
Sincerely,



Larry Chernikoff  
Mediator

Enclosure

cc: 



**ODI #: 10749732; 2014 Honda Odyssey, VIN # 5FNRL5H6XEB** [REDACTED]

1 message

Wed, Aug 19, 2015 at 12:44 PM

To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

As a follow-up to my call to Department of Transportation, Vehicle Safety Hotline, Report to Office of Defects and Investigation. I am forwarding you the documentation and video that I sent to American Honda of my compliant and concerns with the safety of my Honda Odyssey.

(Note: American Honda Case #: [REDACTED] and State of Maryland, Office of Attorney General, Consumer Protection Division #: [REDACTED])

The attached scanned documentation includes the chronological order of the problem and follow-up actions.

Additionally, below correspondence is what took place after I sent American Honda the letter dated August 13, 2015:

On August 13, 2015, I spoke with Mr. Chris Tatro, (310-781-5040) from American Honda, he advised me that their technical folks are still evaluating the video. Mr. Tatro requested a copy of the invoice when I took the vehicle into the Herson's Honda on August 03, 2015, (invoice number: [REDACTED]). I advised him that I have mailed it with the case to his attention. Additionally I e-mailed to Mr. Tatro attention at ([ahmmediation@ahm.honda.com](mailto:ahmmediation@ahm.honda.com)) on August 13, 2015.

On August 18, 2015, Mr. Chris Tatro, (310-781-5040), from American Honda, called at approximately 4:30 PM, he advised me that American Honda technical staff has determined the video of the incident that I submitted to be inconclusive since it was taken on the shoulder of the road, he also stated since Herson's Honda has not found any defects they cannot do anything further. Additionally he stated that when this occurs again I need to have the vehicle towed to the Honda Dealership in the condition of the blinking engine light without turning the vehicle off.

I still advised Mr. Chris Tatro, from American Honda that it is very dangerous when this occurs when you are driving at highway speed to the passengers of this vehicle and others on the road, and I am requesting still requesting American Honda to buy-back this vehicle so I can get another Honda Odyssey because I do not want to take any chances with my family and others on the road when this happens.

On August 19, 2015, I followed-up via e-mail to Mr. Tatro attention at ([ahmmediation@ahm.honda.com](mailto:ahmmediation@ahm.honda.com)) of our August 18, 2015, verbal communication.

On August 19, 2015, spoke with Mr. Larry Chernikoff, Mediator, (410-576-6300) from State of Maryland, Office of Attorney General, Consumer Protection Division, who stated that he will send another letter to American Honda with a cc to me. Also he advised me to follow-up with Department of Transportation, Vehicle Safety Hotline - 888-327-4236, Option 2 for safety compliant.

On August 19, 2015, contacted Department of Transportation, Vehicle Safety Hotline - 888-327-4236, for Safety Compliant, spoke with Ms. Donn, she took the compliant and Reported to Office of Defects and Investigations. She provided me with the ODI #: 10749732. She requested I e-mail the documentation and video to: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov), with the [REDACTED]

ODI #: 10749732, with year and make of the model in the subject line of the e-mail. Additionally she stated that I can view the compliant on [www.safercar.gov](http://www.safercar.gov). Also advised that I contact FTC (Federal Trade Commission, Consumer Response Center) at 877-382-4357.

On August 19, 2015, contacted FTC spoke with Mr. Mike and advised him of the compliant who stated that they only follow-up on recall issue and not on defective products.

In summary, I feel this vehicle is very dangerous on the road when the problem occurs for the occupants of the vehicle and others on the road. I greatly appreciate any assistance in getting this resolved. If you have any questions and/or need additional information please do not hesitate to contact me at [REDACTED]

Thank You,

[REDACTED] Real Estate Consultant  
Coldwell Banker Residential Brokerage

[REDACTED]  
Potomac, MD [REDACTED]

CELL: [REDACTED]

OFFICE: [REDACTED]  
[REDACTED]

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**2 attachments**

 **Honda Video 7-27.mov**  
976K

 **Scan of Honda Compliant 8-13.pdf**  
12901K



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**ATTN to Chris Tatro**

4 messages

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[REDACTED] Sun, Aug 9, 2015 at 9:44 PM

To: ahmmediation@ahm.honda.com

Good Evening Chris Tatro,

Here is the attached video and message that I had sent to Herson's Honda for the most recent occurrence.

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 **Honda Problem.mov**  
976K

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[REDACTED] Sun, Aug 9, 2015 at 9:45 PM

To: ahmmediation@ahm.honda.com

Briefly the problem/concern is as follows: On July 27, 2015 we experienced the same check engine light problem in which the check engine light started to blink and the car started vibrating in such a way that we felt nauseous. The car was also hesitant in picking up speed which made it very difficult to move the car to the shoulder. It was a sunny day and there was not much traffic on the roads. There were five (5) passengers in the vehicle. The mileage at the time of the incident was 12555, at approximately 6:27 PM EST.

[Quoted text hidden]

---

[REDACTED] Thu, Aug 13, 2015 at 9:46 PM

To: ahmmediation@ahm.honda.com

Thank You for your call today, attached is the scanned documents of the papers I had mailed to you earlier today. The attached paperwork also includes a copy of the receipt for the most recent visit.

[Quoted text hidden]

---

 **scan.pdf**  
12901K

---

[REDACTED] Wed, Aug 19, 2015 at 11:22 AM

To: ahmmediation@ahm.honda.com

Good morning, as a follow-up to our verbal conversation on August 18, 2015, at approximately 4:30 PM, with Mr. Chris Tatro, were he advised me that American Honda technical staff has determined the video of the incident that I submitted to be inconclusive since it was taken on the shoulder of the road, he also stated since Herson's Honda has not found any defects they cannot do anything further. Additionally he stated that when this occurs again I need to have the vehicle towed to the Honda Dealership in the condition of the blinking engine light without turning the vehicle off.

8/19/2015

Gmail - ATTN to Chris Tatro

I am still advising American Honda that it is very dangerous when this occurs when you are driving at highway speed to the passengers of this vehicle and others on the road, and I am requesting still requesting American Honda to buy-back this vehicle so I can get another Honda Odyssey because I do not want to take any chances with my family and others on the road when this happens. Thanks for your consideration.

[Quoted text hidden]



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## Loss of acceleration - Complaint Form

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To: consumer@oag.state.md.us

Thu, Aug 13, 2015 at 9:53 PM

Good Evening,

I am resubmitting the case because the problem with my 2014 Honda Odyssey has occurred again. I am submitting a video and the paperwork sent to American Honda.

Thank You,

[REDACTED] Real Estate Consultant  
Coldwell Banker Residential Brokerage

[REDACTED]  
Potomac, MD [REDACTED]

CELL: [REDACTED]

OFFICE: [REDACTED]  
[REDACTED]

This electronic message contains information generated by the sender solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

[Quoted text hidden]

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### 2 attachments

 **Honda Problem.mov**  
976K

 **scan.pdf**  
12901K

SENDER: COMPLETE THIS SECTION

1 Complete items 1, 2, and 3.  
1 Print your name and address on the reverse so that we can return the card to you.  
1 Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:  
*American Honda Motor, Inc.  
ATT: Mr. Chris Tatro  
1919 Torrance Blvd.  
Torrance, CA 90501-2746*



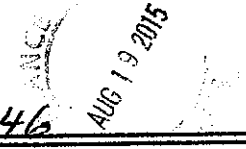
Article Number (transfer from service label)  
[Redacted]

COMPLETE THIS SECTION ON DELIVERY

A. Signature  
**X** [Redacted]  Agent  Addressee  
B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1?  Yes  No  
If YES, enter delivery address below:

3. Service Type  
 Adult Signature  Priority Mail Express®  
 Adult Signature Restricted Delivery  Registered Mail™  
 Certified Mail®  Registered Mail Restricted Delivery  
 Certified Mail Restricted Delivery  Return Receipt for Merchandise  
 Collect on Delivery  Signature Confirmation™  
 Collect on Delivery Restricted Delivery  Signature Confirmation Restricted Delivery

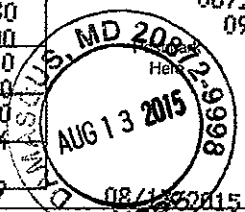


7010 1060 0001 8126 9642

U.S. Postal Service™  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only. No Insurance Coverage Provided)  
For delivery information visit our website at www.usps.com

OFFICIAL USE  
TORRANCE, CA 90501

Postage	\$	43.45	0872
Certified Fee		\$2.80	09
Return Receipt Fee (Endorsement Required)		\$0.00	
Restricted Delivery Fee (Endorsement Required)		\$0.00	
Total Postage & Fees	\$	47.89	



Sent To: *American Honda Motor, Inc.*  
Street, Apt. No., or PO Box No.: *1919 Torrance Blvd.*  
City, State, ZIP+4: *Torrance CA 90501-2746*

[REDACTED]  
Damascus, MD [REDACTED]  
[REDACTED]

August 13, 2015

American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746

American Honda Case Number: [REDACTED]

By Certified Mail  
Return Receipt Requested

Dear Sir or Madam,

I am writing to notify you of the continuing problems I have had with my 2014, Honda, Odyssey and VIN# 5FNRL5H6XEB [REDACTED] and to request that you repurchase this vehicle pursuant to Maryland's Automotive Warranty Enforcement Act, Md. Code Ann., Com. Law II, §14-1501 et seq. As you may recall, I previously notified you of these problems in a letter dated March 27, 2015.

I purchased my car from Herson's Honda on August 17, 2014. Approximately after six (6) months, I began having trouble with (see attached description of problem). I took my car back to the dealer on March 16, 2015, March 25, 2015, April 23, 2015 and August 03, 2015 to have this problem corrected but to date, the dealer has been unable to do so. Thus far, my car has been out of service for a total of 20 days/a dealership has attempted to repair this problem four (4) times. Attached are copies of the repair orders that document the dealership's attempts to repair my car.

This problem substantially impairs both the use and value of my car. Therefore, I request that you repurchase my vehicle under the provisions of Md. Code Ann., Com. Law II, §14- 1502.

Please contact me within 14 days to discuss this matter.

Sincerely,  
[REDACTED]

Enclosures:

Description of Problem  
Herson's Honda Repair Invoices (4)

cc: Copy emailed to State of Maryland office of Attorney General (August 13, 2015)  
case number: [REDACTED]

Description of problem and follow-up communications:

- On July 27, 2015 we experienced the same check engine light problem in which the check engine light started to blink and the car started vibrating in such a way that we felt nauseous. The car was also hesitant in picking up speed which made it very difficult to move the car to the shoulder. It was a sunny day and there was not much traffic on the roads. There were five (5) passengers in the vehicle. The mileage at the time of the incident was 12555, at approximately 6:27 PM EST. I had contacted Herson's Honda at that moment and left a message because none of the service managers picked up. I also contacted the service managers once again at Herson's Honda on July 28, 2015 on or about 10:03 AM and left a message for the service manager (Greg Patterson).

On July 28, 2015, since I had not received any return call from the service manger I contacted the service department to set an appointment; spoke with Mr. Edgar Cruz, explained him the problem and he stated there are no appointment available presently and provided me with an appointment for August 03, 2015. On August 02, 2015, I dropped off the the vehicle at Herson's Honda.

On August 5, 2015, at approximately 5:00 PM, spoke with Edgar Cruz, from Herson's Honda, who informed me that they test the car and drove the vehicle for approximately 20 miles and no problems were detected. He further stated that since the car again had the blinking check engine light the computer could not detect any problem codes. I further advised him that the vehicle is dangerous when this issue occurs on major highway for my family and others on the road around the vehicle. He then stated there is nothing more they can do however he provided me with American Honda toll free number to contact them to see is there is something they do to buy-back the car since I have the video of the problem but they could not detect the problem on the computer since the engine light is only blinking and it needs to be steady for the computer to detect the codes.

On August 05, 2015, at approximately 5:20 PM, spoke with Mr. Mike from American Honda and explained him what occurred on July 27, 2015, (see below detail of what occurred) and provided him with overview of the previous vehicle history. Edgar Cruz from Herson's Honda, stated that since the vehicle again had the blinking check engine light the computer could not detect any problem codes. Then advised Mr. Mike the vehicle is not reliable and is dangerous since you lose the ability to accelerate the car on major road and is dangerous and requested that American Honda buyback the vehicle so that I can buy another Honda minivan. He stated that he will discuss with surface manager and get back to me.

On August 06, 2015, picked up the vehicle from Herson's Honda. See invoice number: [REDACTED]

On August 07, 2015, spoke with Mr. Chris Tato (310-781-5040) from American Honda, and provided him with overview of the vehicle problem/concern and further advised him the vehicle is not reliable and is dangerous since you lose the ability to accelerate and when you are on major highway it becomes very dangerous and requested that American Honda buyback the

vehicle so that I can buy another Honda minivan. Additionally, I advised Mr. Chris that since Herson's Honda is stating that their computer's cannot detect the problem since the check engine light only blinks; it can only register a code when it is a steady light, I requested that American Honda put in a monitoring device that constantly monitors the vehicle since the problem occurs couple thousand miles so when the problem occurs it will be register on the device because if I did not take the video there would be no evidence it occurred. He requested if I could forward him the video that I shared with Herson's Honda. On August 09, 2015, forwarded e-mail to American Honda ([ahmmediation@ahm.honda.com](mailto:ahmmediation@ahm.honda.com)) to the attention of Mr. Chris Tatro, of the problem that occurred on July 27, 2015 and the video clip showing the engine light blinking. Mr. Chris Tatro once he gets the video clip he will discuss it with American Honda Technical Staff and get back to me by Wednesday, August 12, 2015.

On August 13, 2015, I submitted (via e-mail) the case/information to the State of Maryland, Office of Attorney General. Reference Case: [REDACTED]

On August 13, 2015, I spoke with Mr. Chris Tatro, (310-781-5040) from American Honda, he advised me that their technical folks are still evaluating the video. Mr. Tatro requested a copy of the invoice when I took the vehicle into the Herson's Honda on August 03, 2015, (invoice number: [REDACTED]) I advised him that I have mailed it with the case to his attention. Additional I e-mailed to Mr. Tatro attention at ([ahmmediation@ahm.honda.com](mailto:ahmmediation@ahm.honda.com)) on August 13, 2015.

On August 18, 2015, Mr. Chris Tatro, (310-781-5040), from American Honda, called at approximately 4:30 PM, he advised me that American Honda technical staff has determined the video of the incident that I submitted to be inconclusive since it was taken on the shoulder of the road, he also stated since Herson's Honda has not found any defects they cannot do anything further. Additionally he stated that when this occurs again I need to have the vehicle towed to the Honda Dealership in the condition of the blinking engine light without turning the vehicle off.

I still advised Mr. Chris Tatro, from American Honda that it is very dangerous when this occurs when you are driving at highway speed to the passengers of this vehicle and others on the road, and I am requesting still requesting American Honda to buy-back this vehicle so I can get another Honda Odyssey because I do not want to take any chances with my family and others on the road when this happens.

On August 19, 2015, I followed-up via e-mail to Mr. Tatro attention at ([ahmmediation@ahm.honda.com](mailto:ahmmediation@ahm.honda.com)) of our August 18, 2015, verbal communication (copy attached).

On August 19, 2015, spoke with Mr. Larry Chernikoff, Mediator, (410-576-6300) from State of Maryland, Office of Attorney General, Consumer Protection Division, who stated that he will send another letter to American Honda with a cc to me. Also he advised me to follow-up with Department of Transportation, Vehicle Safety Hotline - 888-327-4236, Option 2 for safety compliant.

On August 19, 2015, contacted Department of Transportation, Vehicle Safety Hotline – 888-327-4236, for Safety Compliant, spoke with Ms. Donn, she took the compliant and Reported to Office of Defects and Investigations. She provided me with the ODI #: 10749732. She requested I e-mail the documentation and video to: [nhtsa\\_webmaster@dot.gov](mailto:nhtsa_webmaster@dot.gov), with the ODI #: 10749732, with year and make of the model in the subject line of the e-mail. Additionally she stated that I can view the compliant on [www.safercar.gov](http://www.safercar.gov). Also advised that I contact FTC (Federal Trade Commission, Consumer Response Center) at 877-382-4357.

On August 19, 2015, contacted FTC spoke with Mr. Mike and advised him of the compliant who stated that they only follow-up on recall issue and not on defective products.

On September 08, 2015, received a letter from State of Maryland, Office of the Attorney General, Consumer Protection Division, in which it stated that they have attempted to resolve my compliant against with American Honda Motor Co., however, they have declined to provide relief since they unable to replicate the issue (copy attached). Also attached is American Honda Motor Co., Inc., response letter dated September 03, 2015 to State of Maryland.

- On or about March 24, 2015, same problem occurred again as stated previously however this time we heard no loud noise/sound. This time I took the video of the dashboard to show the engine light was blinking. Contacted Herson's Honda Dealership and took the vehicle in for service on March 25, 2015, after checking the vehicle I was advised by the Mr. Edgar Cruz, Service Advisor, that they found no problem and then I showed the technician the video of the dashboard where the engine light was blinking. Then he stated he will take another look at the vehicle and also stated he will look at the spark plugs because it could be an engine misfiring. Then Mr. Cruz advised me that they test drove the vehicle and found no hesitation or vibrations and further stated since the check engine light is blinking that is why it does not register in the system and further stated I need to return when the engine light is steady/solid check engine light on. I advised Mr. Cruz this response is not acceptable there is something wrong with the vehicle and when we are travelling on a major highway it is extremely dangerous when we cannot accelerate and the vehicle starts shaking/vibrating and won't pick-up speed. He basically stated I have to wait till I have steady check engine light before they can diagnose the problem. I stated to Mr. Cruz that this is unacceptable answer and it is very dangerous on a major highway. I then took the vehicle since advisor stated he couldn't do anything further at this time, invoice number: [REDACTED]

On March 27, 2015, reported to the American Honda Corporation (800-999-1009, option#7), via telephone, and provided them with the below description of problem. My compliant/concern was registered under case number: [REDACTED]

On or about March 30, 2015, I spoke with Mr. Mohamad from American Honda Motor Co., Inc., who was following up on my case. He advised me to bring the vehicle to Herson's Honda, Rockville, MD, at 12:30 pm, to meet with American Honda District Parts & Service Manager (DPSM), and to duplicate my concerns with service department personnel. (Note: I also received a letter in the mail from American Honda Motor Co., as a follow-up to this call, copy attached).

On April 23, 2015, I met with Mr. Bill Wheatley – Heckman, DPSM, Honda Automobile Division, who was aware that I was meeting him but was not aware of my issue/concerns/problem. I summarized the issue and further stated to DPSM that I am very concerned for safety of my family when traveling in this vehicle when we are travelling on a major highway it is extremely dangerous when we cannot accelerate and the vehicle sputters - starts shaking/vibrating and slows down. DPSM then stated I will need to leave the car because they need to be able to duplicate the problem. Then they arranged a rental for me in a Honda Civic, (I stated I need a mini van for the family however they stated only Civic was available).

From April 23, 2015 to May 07, 2015, according to invoice number [REDACTED], they test drove the vehicle multiple times, they drove the vehicle for 72 miles – no problem found, additionally it stated that they could not duplicate customer concern. During this time I received approximately three (3) status updates (calls) from Mr. Edgar Cruz, Service Advisor, basically stating they have not been able to find any problems and on May 06, 2015, I was advised the vehicle was ready to be picked up.

On May 07, 2015, met with Mr. Edgar Cruz, Service Advisor, who stated that they could not duplicate the problem and sign off on the invoice. I advised Mr. Cruz that I am very concerned with the safety of the vehicle and it is very scary and dangerous when we cannot accelerate and the vehicle sputters - starts shaking/vibrating and slows down when the vehicle loses acceleration at any given time without notice on major highway. I further stated I drove this vehicle approximately 8,000+ miles and the problem occurred twice and you only drove 72 miles and could not duplicate the problem that does not mean it is ok. If it happens again and the engine light only flashes and is not steady, your computer system will not be able pick up the problem until the check engine light is steady per what you have told me previously. Therefore, I am requesting that Honda install a device to continuously monitor it when I am driving so when the problem occurs again Honda will be able to retrieve the data. Mr. Cruz replied there is no such device available to be installed for the customer. I then replied I would only sign the invoice if you write that statement on the invoice. Mr. Cruz initially refused to write such a statement. Then other advisors/service manager got involved and finally they agreed to write such a statement on the invoice.

Note: (DPSM was not present and nor did he contact or follow-up with me after the meeting on April 23, 2015).

On or about May 07, 2015, I received a follow-up call from Mr. Mohamad from American Honda Motor Co., Inc., stated they could not duplicate the problem and the vehicle is operating normally as designed. I further stated to him my safety concerns as stated above, he basically replied thank you for contacting Honda and hung up the phone, I was shocked at this reply. (I received a follow-up letter dated May 07, 2015, from American Honda Motor Co., Inc., basically close-out the case, copy attached).

On May 13, 2015 I submitted (via Fax) the case/information to the State of Maryland, Office of Attorney General. Reference Case: [REDACTED]

- On or about March 11, 2015, as we were travelling on Rte. 70 East, at approximately 55 mph and accelerating to 65 mph, heard a loud noise/sound from the engine area and vehicle stopped accelerating on the major highway. It would not pick up speed and vehicle started to shake/vibrate. Looked at the dashboard and saw the engine light was blinking. Then it slowly started to pick up speed (but still not as normal), the vehicle shook/vibrated as we travelled on the road. This lasted for approximately 40 minutes. After we turned the vehicle off and started back up everything proceeded as normal and the engine light was not lit. Contacted Herson's Honda Dealership and took the vehicle in for service on March 16, 2015, after checking the vehicle I was advised by the Mr. Edgar Cruz, Service Advisor, that they found no problem and I picked the vehicle on March 17, 2015 invoice number: [REDACTED]

P.S. This vehicle has been in service a total of 20 days for the above-mention concerns at Herson's Honda.

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## HONDA

Adv: 937 EDGAR R. CRUZ	Tag 5060	License [REDACTED]	5FNRL5H6X EB [REDACTED]	Page 1 (Last)	Invoice [REDACTED]	
<b>Invoice to</b>			<b>Driver/Owner Information</b>			
[REDACTED] DAMASCUS, MD [REDACTED] [REDACTED] Cell: [REDACTED] Work: [REDACTED]			[REDACTED] DAMASCUS, MD [REDACTED] [REDACTED] Cell: [REDACTED] Work: [REDACTED]			
<b>For Office Use</b>			<b>Vehicle Information</b>			
Odometer in: 12765	Out: 12785	CUS C	Prelim	14 HONDA ODYSSEY EX L RES 5DR MVAN BLACK		
			Stock#: [REDACTED]			
Begin: 08/03/15	Done: 08/06/15	Invoiced: 08/06/15 15:04 RL		Inservice: 08/17/14		
<b>Customer Concern</b>						
Concern 51	CUSTOMER STATES INTERMITTENTLY FEELS A VIBRATION, THE CHECK ENGINE LIGHT FLASHES, LOOSES POWER AT HIGHWAY SPEEDS, FEELS LIKE YOUR DRIVING IN NEUTRAL CHECK AND ADVISE-CUSTOMER SUBMITTED A VIDEO OF THE CHECK ENGINE LIGHT			Operation	Tech	Amount
Cause	COULD NOT DUPLICATE CUSTOMER CONCERN			CN	916	0.00
Correction	TEST DROVE VEHICLE AT DIFFERENT SPEEDS, NOT DTS PRESENT. NO SIGNS OF ENGINE HESITATION NOTICED.			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN 0.00		
<b>Summary of Charges for Invoice</b> [REDACTED]			<b>Payment Distribution for Invoice</b> [REDACTED]			
TOTAL CHARGE 0.00			TOTAL AMOUNT DUE 0.00			
			TOTAL CHARGE 0.00			
<p>CALL CUSTOMER ADVISE TEST DROVE VEHICLE 20 MILES NO PROBLEM FOUND NO CODES STORED CHECK WITH HDS ON ALL DTC, CUSTOMER HAS BEEN ADVISE</p> <p>WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM AMERICAN HONDA SO PLEASE TAKE A MINUTE AND FILL IT OUT. YOUR RESPONSE IS IMPORTANT TO US!</p>						

**12 MONTH / 12,000 MILE  
EXPRESS LIMITED REPAIR WARRANTY**

Herson's Honda warrants repairs and installation of parts, performed by Herson's Honda and paid for by the car owner for 12 months or 12,000 miles, whichever occurs first. Repairs under this warranty will be performed free of charge, by Herson's Honda for parts and labor. Repairs or parts replaced are covered only for the remainder of the warranty period.

This warranty does not cover any labor operation or parts considered normal maintenance items, unless they are defective in material or workmanship. This warranty does not cover normal wear or deterioration of any part repairs performed or parts installed in a car in which the odometer has been altered, or on which the actual mileage cannot be determined. This warranty does not cover tires, which are warranted by the manufacturer.

You are responsible for all maintenance requirements set by the manufacturer and must have receipts. Failures caused by abuse or lack of proper maintenance are not covered by this warranty.

This warranty is limited to repairs only and does not preclude or assume any warranty made by the manufacturer.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

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## HONDA

Adv: 937 EDGAR R. CRUZ	Tag 5158	License	5FNRL5H6X EE	Page 1	Invoice	
<b>Invoice to</b>			<b>Driver/Owner Information</b>			
DAMASCUS, MD			DAMASCUS, MD			
Cell: Work:			Cell: Work:			
Contact: CELL						
<b>For Office Use</b>			<b>Vehicle Information</b>			
Odometer in: 9487	Out: 9559	CUS C W	Prelim	14 HONDA ODYSSEY EX L RES 5DR MVAN BLACK		
			Stock#:			
Begin: 04/23/15	Done: 05/07/15	Invoiced: 05/07/15 12:09 MM	Inservice: 08/17/14			
<b>Customer Concern</b>						
Concern 01	HERSON'S HONDA COURTESY BATTERY INSPECTION			Operation	Tech	Amount
Correction	TEST VEHICLE BATTERY W/HONDA ED18 BATTERY ANALYZER; TEST RESULT: PASSED			EL10A	916	0.00
Tech Notes	WAS TOLD BY A REPRESENTATIVE FROM AMERICAN HONDA THAT A DEVICE COULD BE INSTALLED IN VEHICLE. NO SUCH DEVICE IS AVAILABLE TO BE INSTALLED FOR THE CUSTOMER WHILE THEY ARE DRIVING TO RETRIEVE DATA.					
Type: C				Subtotal		
			TOTAL CHARGE FOR CONCERN			0.00
<b>Summary of Charges for Invoice</b>			<b>Payment Distribution for Invoice</b>			
TOTAL CHARGE 0.00			TOTAL AMOUNT DUE 0.00			
			TOTAL CHARGE 0.00			
<p>Attention: The following Invoices also exist WAR - WARRANTY</p> <p>CONTACTED CUSTOMER ON 5/6/15 TO LET HIM KNOW VEHICLE IS READY TO BE PICKED UP. TEST DROVE VEHICLE MULTIPLE TIMES DROVE VEHICLE FOR 72 MILES NOT PROBLEM FOUND CUSTOMER HAS BEEN ADVISE CALL CUSTOMER GAVE STATUS FOR THE VEHICLE DROVE OVER 20 MILES NO PROBLEM FOUND BUT WE WILL CONTINUE TO TEST DRIVE VEHICLE TO FIND CUSTOMER PROBLEM CUSTOMER HAS BEEN ADVISE AND WILL HAVE AN UPDATE ON MONDAY</p> <p>WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM AMERICAN HONDA SO PLEASE TAKE A MINUTE AND FILL IT OUT. YOUR RESPONSE IS</p>						

**12 MONTH / 12,000 MILE  
EXPRESS LIMITED REPAIR WARRANTY**

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## HONDA

Adv: 937 EDGAR R. CRUZ	Tag 5158	License	5FNRL5H6X EB	Page 2 (Last)	Invoice
Invoice to:	Driver/Owner:				
Invoiced: 05/07/15 12:09:41 MM	14 HONDA ODYSSEY EX L RES 5DR MVAN BLACK				
IMPORTANT TO US!					

**12 MONTH / 12,000 MILE  
EXPRESS LIMITED REPAIR WARRANTY**

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## HONDA

Adv: 937 EDGAR R. CRUZ	Tag 5158	License	5FNRL5H6X EE	Page 1	Invoice	
<b>Invoice to</b>			<b>Driver/Owner Information</b>			
DAMASCUS, MD			DAMASCUS, MD			
Cell: Work:			Cell: Work:			
Contact: CELL						
<b>For Office Use</b>			<b>Vehicle Information</b>			
Odometer in: 9487	Out: 9559	WAR C W	Prelim	14 HONDA ODYSSEY EX L RES 5DR MVAN BLACK		
			Stock#:			
Begin: 04/23/15	Done: 05/07/15	Invoiced: 05/07/15 12:09 MM	Inservice: 08/17/14			
<b>Customer Concern</b>						
Concern 51	CUSTOMER STATES INTERMITTENTLY FEELS A VIBRATION, THE CHECK ENGINE LIGHT FLASHES, LOOSES POWER AT HIGHWAY SPEEDS. FEELS LIKE YOUR DRIVING IN NEUTRAL. (REF RO'S AHM CONTACT CASE OK WARR RENTAL			Operation	Tech Units	Amount
Cause	COULD NOT DUPLICATE CUSTOMER CONCERN, SCAN SYSTEM FOR CODES-NONE PRESENT, CALLED CUSTOMER FOR MORE INFORMATION TEST DROVE VEHICLE ON HIGHWAY FOR MORE THEN 70 MILES, NO VIBRATIONS FELT, OR CHECK ENGINE LIGHT ON DURING ANY OF THE TEST DRIVES. ENGINE AND TRANSMISSION RUNNING NORMAL, ACCELERATION/DECELERATION TEST OUT OK. NO LOSS OF POWER FELT, PCM SOFTWARE IS UP TO DATE. RESEARCHED ISSUE ON HONDA NETWORK.			323099	916	2.1
Correction	CONTACTED HONDA TECH LINE FOR ASSISTANCE REF			Qty	List	Sell
Comment	PARTS			14		
Parts	Part Number	PO#	Note	Description		
				SUBLET	HERTZ RENTAL	
	DEFECT : 01201					
	CONCERN : 01201					
	FP- 0					
<b>Summary of Charges for Invoice</b>			<b>Payment Distribution for Invoice</b>			
Attention: The following Invoices also exist CUS - CUST PAY						

**12 MONTH / 12,000 MILE  
EXPRESS LIMITED REPAIR WARRANTY**

Herson's Honda warrants repairs and installation of parts, performed by Herson's Honda and paid for by the car owner for 12 months or 12,000 miles, whichever occurs first. Repairs under this warranty will be performed free of charge, by Herson's Honda for parts and labor. Repairs or parts replaced are covered only for the remainder of the warranty period.

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## HONDA

Adv: 937 EDGAR R. CRUZ	Tag 5158	License	5FNRL5H6X EB	Page 2 (Last)	Invoice
Invoice to:			Driver/Owner:		
Invoiced: 05/07/15 12:09:41 MM			14 HONDA ODYSSEY EX L RES 5DR MVAN BLACK		
CONTACTED CUSTOMER ON 5/6/15 TO LET HIM KNOW VEHICLE IS READY TO BE PICKED UP. TEST DROVE VEHICLE MULTIPLE TIMES DROVE VEHICLE FOR 72 MILES NOT PROBLEM FOUND CUSTOMER HAS BEEN ADVISE CALL CUSTOMER GAVE STATUS FOR THE VEHICLE DROVE OVER 20 MILES NO PROBLEM FOUND BUT WE WILL CONTINUE TO TEST DRIVE VEHICLE TO FIND CUSTOMER PROBLEM CUSTOMER HAS BEEN ADVISE AND WILL HAVE AN UPDATE ON MONDAY  WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM AMERICAN HONDA SO PLEASE TAKE A MINUTE AND FILL IT OUT. YOUR RESPONSE IS IMPORTANT TO US!					

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# HONDA

Adv: 937 EDGAR R. CRUZ		Tag 6932	License	5FNRL5H6X EB	Page 1 (Last)	Invoice
Invoice to				Driver/Owner Information		
DAMASCUS, MD				DAMASCUS, MD		
Cell:		Work:		Cell:		Work:
For Office Use				Vehicle Information		
Odometer in: 7986	Out:	CUS C	Prelim	14 HONDA ODYSSEY EX L RES 5DR MVAN BLACK		
				Stock#:		
Begin: 03/25/15	Done: 03/25/15	Invoiced: 03/25/15 10:50 RL	Inservice: 08/17/14			
***Customer Waiting***						
Concern 01	HERSON'S HONDA COURTESY BATTERY INSPECTION			Operation	Tech	Amount
Correction	TEST VEHICLE BATTERY W/HONDA ED18 BATTERY ANALYZER; TEST RESULT: PASSED			EL10A	916	0.00
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 51	CUSTOMER STATES STILL HAS SAME ISSUES FROM RO			Operation	Tech	Amount
Cause	SHAKES/VIBRATION WHILE DRIVING, VEHICLE SLOW TO PICK UP, CHECK ENGINE LIGHT FLICKERS			NOSPG	916	0.00
Correction	NO DTCS PRESENT					
	TEST DROVE VEHICLE, NO HESITATION OR VIBRATIONS FELT, MUST RETURN WHEN THERE IS A STEADY/SOLID CHECK ENGINE LIGHT ON			Subtotal		
Type: C	Line Flags: RCK			TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice				Payment Distribution for Invoice		
TOTAL CHARGE		0.00		TOTAL AMOUNT DUE		0.00
				TOTAL CHARGE		0.00
***Customer Waiting***						

WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A SURVEY FROM AMERICAN HONDA SO PLEASE TAKE A MINUTE AND FILL IT OUT. YOUR RESPONSE IS IMPORTANT TO US!

### 12 MONTH / 12,000 MILE EXPRESS LIMITED REPAIR WARRANTY

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UCS92004

CUSTOMER COPY

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Adv: 937 EDGAR R. CRUZ		Tag 6997	License [REDACTED]	5FNRL5H6X EB [REDACTED]	Page 1	Invoice [REDACTED]
Invoice to				Driver/Owner Information		
[REDACTED] DAMASCUS, MD [REDACTED] Cell: [REDACTED] Work: [REDACTED]				[REDACTED] DAMASCUS, MD [REDACTED] Cell: [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 7774 Out: 7776		CUS C E Prelim		14 HONDA ODYSSEY EX L RES SDR MVAN BLACK		
				Stock#: [REDACTED]		
Begin: 03/16/15		Done: 03/17/15		Invoiced: 03/17/15 17:18 RL		Inservice: 08/17/14
Customer Concern						
Concern 01	HERSON'S HONDA COURTESY BATTERY INSPECTION			Operation	Tech	Amount
Correction	TEST VEHICLE BATTERY W/HONDA ED18 BATTERY ANALYZER; TEST RESULT: PASSED			EL10A	065	0.00
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 51	CUSTOMER STATES - CHECK ENGINE LIGHT CAME ON VEHICLE SPUTTERED AND SLOWED DOWN VEHICLE WITHOUT ACCELERATION. ENGINE LIGHT WENT OFF AND ALL DRIVING BACK TO NORMAL .PLEASE CHECK AND ADVISE LIGHT NOT ON AT THIS TIME			Operation	Tech	Amount
Cause	CHECK WITH HDS AND NO DTC FOUND AT THIS TIME EVERYTHING IS WORKING PROPERLY			NOSPG	065	0.00
Correction				Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN		0.00
Concern 52	CUSTOMER STATES INSTALL FRONT LICENSE PLATE LEFT IN CAR AND WANTS A HERSONS HONDA TAG FRAME FOR REAR PLATE			Operation	Tech	Amount
Correction	INPUT FRONT LICENSE PLATE AND HERSONS HONDA TAG FRAME ON THE REAR LICENSE PLATE.			NOSPG	065	0.00
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice [REDACTED]				Payment Distribution for Invoice [REDACTED]		
TOTAL CHARGE 0.00				TOTAL AMOUNT DUE 0.00		
				TOTAL CHARGE 0.00		

**12 MONTH / 12,000 MILE  
EXPRESS LIMITED REPAIR WARRANTY**

Herson's Honda warrants repairs and installation of parts, performed by Herson's Honda and paid for by the car owner for 12 months or 12,000 miles, whichever occurs first. Repairs under this warranty will be performed free of charge, by Herson's Honda for parts and labor. Repairs or parts replaced are covered only for the remainder of the warranty period.

This warranty does not cover any labor operation or parts considered normal maintenance items, unless they are defective in material or workmanship. This warranty does not cover normal wear or deterioration of any part repaired or parts installed in a car in which the odometer has been altered, or on which the actual mileage cannot be determined. This warranty does not cover fires, which are warranted by the manufacturer.

You are responsible for all maintenance requirements set by the manufacturer and must have receipts. Failures caused by abuse or lack of proper maintenance are not covered by this warranty.

This warranty is limited to repairs only and does not preclude or assume any warranty made by the manufacturer.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

**BRIAN E. FROSH**  
*Attorney General*

**ELIZABETH F. HARRIS**  
*Chief Deputy Attorney General*

**THIRUVENDRAN VIGNARAJAH**  
*Deputy Attorney General*



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

**STATE OF MARYLAND**  
**OFFICE OF THE ATTORNEY GENERAL**  
**CONSUMER PROTECTION DIVISION**

WRITER'S DIRECT DIAL No.

410-576-7090  
Fax: (410) 576-7040

June 2, 2015

[REDACTED]  
Damascus, MD [REDACTED]

Re: Herson's Honda, American Honda  
Motor Co., Inc.  
Case No.: [REDACTED]

Dear [REDACTED]

Enclosed is a copy of the letter we received from the above-named business in response to your complaint. If this response does not satisfactorily address your complaint, please explain your concerns and provide us with any additional information you would like us to consider in attempting to resolve this matter.

If we do not hear from you within two weeks of the date of this letter, we will assume that you do not require any further assistance from our office. Your complaint will remain on file as a matter of public record.

Thank you for taking the time to contact us and giving us the opportunity to assist you.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry Chernikoff".

Larry Chernikoff  
Mediator

Enclosure

May 27, 2015

**HONDA**

American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

State of Maryland  
Office of the Attorney General  
Consumer Protection Division  
200 Saint Paul Place  
Baltimore, MD 21202  
Attn: Larry Chernikoff

OFFICE OF THE ATTORNEY GENERAL

2015 MAY 28 P 3:55

Re: [REDACTED] Case number: [REDACTED]

Vehicle: 2014 HONDA ODYSSEY EX-LRES VIN: 5FNRL5H6XEB [REDACTED]

Dear Mr. Chernikoff:


Thank you for providing American Honda Motor Co., Inc. (AHM) the opportunity to review and address [REDACTED] concerns. We reviewed the complaint regarding his 2014 Honda Odyssey, vehicle identification number 5FNRL5H6XEB [REDACTED] with the servicing dealership, Herson's Honda and the Honda Field Representative who has inspected the vehicle. AHM found that there are no defects in materials, workmanship, or manufacturing that can be related to the symptoms described by the customer.

The customer has brought the vehicle to Herson's Honda on two occasions, first on 3/16/2015 and the second on 3/25/2015. The customer reported on both times the following: "Customer states check engine light came on vehicle sputtered and slowed down vehicle without acceleration. Engine light went off and all driving back to normal." The dealership inspected the vehicle on both occasions and found no issues present. The customer has not been able to duplicate his issue to the dealership.

[REDACTED] later sent a letter dated March 27, 2015 to AHM requesting for the vehicle to be repaired. Based on the customer's request, AHM arranged for an inspection to be performed by the Honda Field Representative along with the dealership's technicians. The inspection was scheduled on April 23, 2015 and the vehicle was kept at the dealership for testing until May 7, 2015. After extensive testing and diagnosis, no issues were found. The dealership and AHM has shared these findings with the customer. Again, the customer was not able to duplicate his issue.

Based on our current available information, there has been neither an excessive number of repairs nor time out of service for a particular nonconformity that substantially impairs the use, value or safety of the vehicle, and we are unable to grant the customer's request to repurchase/replace the vehicle at this time.

Sincerely,  
AMERICAN HONDA MOTOR CO., INC.

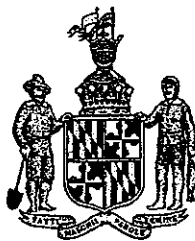
  
Mohamad A.  
Mediation Case Manager  
310-781-6091

Enclosed: All Repair Orders (3 Visits)

BRIAN E. FROSH  
Attorney General

ELIZABETH F. HARRIS  
Chief Deputy Attorney General

THIRUVENDRAN VIGNARAJAH  
Deputy Attorney General



WILLIAM D. GRUHN  
Chief  
Consumer Protection Division

STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL NO.

410-576-7090  
Fax: (410) 576-7040

May 19, 2015

American Honda Motor Co., Inc.  
1919 Torrence Blvd.  
Mail Stop: 500-2N-7D  
Torrance, CA 90501

Re: [REDACTED]  
Case No: [REDACTED]

Dear American Honda Motor Co., Inc.:

We have recently received a complaint from [REDACTED] about his 2014 Honda Odyssey. [REDACTED] states that his vehicle loses all power at high speed and a red warning light flashes on his dashboard.

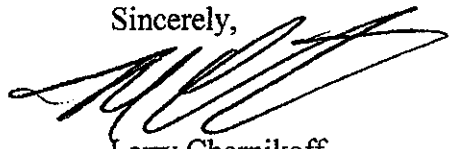
It is our understanding that this consumer notified you of this problem on March 25, 2015. As you know from the consumer's letter, the vehicle has had more than 4 repair attempts.

Since [REDACTED] believes that this problem substantially impairs the use and market value of the vehicle, [REDACTED] has requested American Honda Motor company to buy back or replace his vehicle.

Based on the information provided to us, it appears that [REDACTED] is eligible for a replacement vehicle or refund under Md. Com. Law Code Ann., §14-1501 et seq.

Please review your records on this matter and advise me within 14 days of your position regarding this complaint. If you have any questions, you may contact me at the telephone number listed above on Tuesday and Wednesday between 9:00 a.m.-2:00 p.m. Thank you for your assistance.

Sincerely,



Larry Chernikoff  
Mediator

cc:

[REDACTED]  
[REDACTED]  
Damascus, MD [REDACTED]

**HONDA**

**American Honda Motor Co., Inc.**  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

May 7, 2015

[REDACTED]  
DAMASCUS MD, [REDACTED]

Re: 2014 ODYSSEY EX-LRES (5FNRL5H6XEB [REDACTED])

Dear [REDACTED]

This letter is a follow up to your visit of Thursday April 23, 2015.

Our office has been notified that on April 23, 2015 a District Parts and Service Manager (DPSM) from American Honda met with you to address your concerns about your 2014 ODYSSEY EX-LRES vehicle identification number: 5FNRL5H6XEB [REDACTED]. The DPSM inspected the vehicle and the issues brought to his attention by you. The DPSM determined that your vehicle is operating as designed without any verifiable outstanding issues. At this time, all outstanding concerns have been addressed in accordance with your request dated March 27, 2015.

If there are any further questions or concerns, please feel free to contact our Honda call center at 1-800-999-1009.

Sincerely,  
**American Honda Motor Co. Inc.**

Mohamad A.  
Mediation Department

**HONDA**

**American Honda Motor Co., Inc.**

1919 Torrance Boulevard

Torrance, CA 90501-2746

Phone (310) 783-2000

April 9, 2015

[REDACTED]  
DAMASCUS MD, [REDACTED]

Re: 2014 ODYSSEY EX-LRES (5FNRL5H6XEB [REDACTED])

Dear [REDACTED]

This letter is in response to your correspondence dated March 27, 2015, regarding your concern with your 2014 ODYSSEY.

In your letter, it indicated that your concerns are currently outstanding. Based upon this information, we would like to request an opportunity to arrange inspection/repair (if necessary) of your vehicle by an American Honda District Parts & Service Manager (DPSM). The DPSM will be available to oversee the inspection/repair (if necessary) of your vehicle on Thursday April 23, 2015. This inspection will take place at HERSON'S HONDA (15525 FREDERICK ROAD, ROCKVILLE MD, 20855). We are requesting you to arrive at 12:30 PM and to duplicate your concerns with service department personnel.

We regret any inconvenience you may have experienced. If you have any information not already included, please submit it to my attention for additional consideration.

Alternatively, you may contact the National Center for Dispute Settlement (NCDS) by calling 1-877-545-0055 or writing to National Center for Dispute Settlement, 12900 Hall Road, Suite 401, Sterling Heights, MI 48313. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

Sincerely,

**American Honda Motor, Co., Inc.**

Mohamad A.  
Mediation Case Manager  
(310) 781-6091

**SENDER: COMPLETE THIS SECTION**

Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:  
*American Honda Motor Co. Inc.*  
*1919 Torrance Blvd*  
*Torrance, CA*  
*90501-2746*

Article Number (Transfer from service label) [Redacted]

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature *[Redacted]* Agent Addressee  
 B. *[Redacted]* of Delivery

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail®  Priority Mail Express™  
 Registered  Return Receipt for Merchandise  
 Insured Mail  Collect on Delivery

4. Restricted Delivery? (Extra Fee)  Yes

US Form 3811, July 2013 Domestic Return Receipt

**U.S. Postal Service™**  
**CERTIFIED MAIL™ RECEIPT**  
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE** TORRANCE CA 90501-2746

Postage	\$	10.70
TORRANCE CA 90501-2746 Certified Fee		
Return Receipt Fee (Endorsement Required)	\$0.70	
Restricted Delivery Fee (Endorsement Required)	\$3.30	
Total Postage & Fees	\$	14.70
		\$0.00

Sent To: *American Honda Motor Co., Inc.*  
 Street, Apt. No.: *1919 Torrance Blvd.*  
 of PO Box No. *1919 Torrance Blvd.*  
 City, State, ZIP+4: *Torrance, CA 90501-2746*

PS Form 3800, August 2006 See Reverse for Instructions

[REDACTED]  
Damascus, MD [REDACTED]  
[REDACTED]

March 27, 2015

American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746

By Certified Mail  
Return Receipt Requested

Dear Sir or Madam,

I am writing to notify you of the problems I have been having with my 2014, Honda, Odyssey, and the VIN # is 5FNRL5H6XEB [REDACTED] and to request that you correct this problem within 30 days of your receipt of this letter.

I purchased my car from Herson's Honda on August 17, 2014. Approximately seven (7) months, I began having trouble with my vehicle (see attached description of the problem). I took my car back to the dealer for repairs on March 16, 2015 and March 25, 2015 but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders that document the dealership's attempts to repair my car.

This problem substantially impairs both the use and value of my car. Therefore, if you and/or your dealer are unable to correct this problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann., Com. Law, §14-1502 (d)), I will expect you to repurchase or replace the vehicle pursuant to §14-1502(c) of the Act.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely,  
[REDACTED]

Enclosures:

Description of Problem  
Herson's Honda Repair Invoices (2)

[Redacted]  
Pawscus, MD [Redacted]

7

of transportation  
National Highway  
Traffic Safety  
Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300



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IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation**  
**National Highway Traffic Safety Administration**  
**Office of Defects Investigation, NVS-210**  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

