

CL-10960555-4854

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

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

[Redacted]

Columbia, MO, [Redacted]

[Redacted]

AUG 31 2015

Complaint

I have experienced problems with the Honda dealer at 1650 Heriford Rd, Columbia, MO 65202.

In winter of this year I stopped by the dealer to check if my car was ok. John Willis checked it, found the noise (squealing) and stated on the official Honda form that the noise was from the front because it needed wheel bearing replace. I still keep that documentation.

06-25-15 I was there for a recall service and asked to fix that noise (squealing). The service worker T. J. Mitchell told me in order to fix the problem my car needs tire rotation and transmission flush.

06-27-15 I was there for tire rotation and transmission flush. They charged me \$ 121.41.

07-02-15 I was back there because the noise was not fixed. At this time T J Mitchell told me that my car needed more driving, the tires were good, just not smooth enough. I doubted because I had been already driving with the noise for over 3 months. Before that my car had winter tires on and it made the same noise, that is why I do not need more driving. The tires are not the problem.

07-08-15 I was back there again to complain to John Willis, a service manager that actually I paid for unneeded services, they promised to fix the problem and they did not fix it. John did the ride, switched out the front tires and said it would fix the problem.

07-10-15 I was back there again because John did not fix the problem and I wanted to talk to him about it, but a representative said that John was unavailable.

07-15-15 I was back there again and asked a representative to fix the problem. She brought a service worker, who did the ride and then tightened a wheel bearing. She said afterwards that the problem was a loose wheel bearing and it had been fixed.

However, the problem is unfixed yet, the car noise is still there.

Every time I was there they told me different reasons of the noise. They charged me \$ 121.41 for not fixing the problem.

I have been at the Honda 6 times with the same problem, and the dealer has failed.

Moreover, I sent a complaint to the Honda corporate - file No. [Redacted]. The case manager Loretta N. (phone: 1-800-999-1009, ext. 117727) did not help me at all. I did not either receive any help from her supervisor Alan (ext. 117728). He was rude and disrespectful as he talked to me over the phone.

I called back the local Honda, talked again with the service manager John Willis, asked to return my \$ 121.41 for unneeded services and unfixed problem. He refused, was mad and yelled at me. I reminded him his diagnosis of the noise that he had wrote in the winter about a wheel bearing replace and asked why they did not do it in the first place. He said that it was his mistake in the winter.

They need to pay for their mistakes, because customers suffer from their mistakes, from the misrepresentation.

I am very disappointed and completely not satisfied with the service.

Please, make the dealer refund my \$ 121.41.

Help me finally fix the problem without charge.

08-21-2015

[Redacted]

NAM
83115
SMD

Express Service

FLETCHER

FLETCHER HONDA

Nick Davis
Service Advisor
ndavis@fletcherhonda.com



Frank Fletcher Honda
1650 Heriford Rd.
Columbia, MO 65202
BUS (573) 442-3107
FAX (573) 818-3536
DIRECT (573) 818-3625

www.FletcherHondaColumbia.com

Name _____ Date _____
Address _____ Service _____
City, State _____ Inspe _____
Best Contact _____ EMAIL _____

Year	Make	Model	Mileage	RO#
			77438	
Vin # 1HGES163344				

Customer Complaint/Concern
 Noise is from the Right Front Wheel Bearing
 Squeaking Wheel Bearing Repair
 121.19 Part
 252.01 Labor
 9.63 TAX
 382.83

Satisfactory May Require Future Attention Requires Immediate Attention

Interior/Exterior			
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps			
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition			
Parking brake			
Clutch operation (if applicable)			
Cabin air filter			

Battery Performance (see attached FD-18 printout)	
Good	<input type="checkbox"/>
Replace	<input type="checkbox"/>



Tire Condition			
Left Front			Right Front
	Wear pattern		Wear pattern
	Tire tread	32nds	Tire tread 32nds
Left Rear			Right Rear
	Wear pattern		Wear pattern
	Tire tread	32nds	Tire tread 32nds
Spare			
	Wear pattern		Front tire inflation set to _____ psi
	Tire tread	32nds	Rear tire inflation set to _____ psi

Under Hood			
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/ Windshield washer fluid/Automatic transmission fluid			
External drive belts and radiator hoses			
Hydraulic clutch reservoir fluid (M/T vehicles)			
Engine air filter			

Brake Condition			
Left Front			Right Front
		mms	mms
Left Rear			Right Rear
		mms	mms

Brakes not inspected on this visit

Under Vehicle			
Brake lines/Hoses/Parking brake cable			
Shock absorbers/Struts/Suspension/Tie rod ends and boots/ Steering gear and dust seals			
Exhaust system			
Engine oil and/or fluid leaks			
Drive shaft boots/Constant velocity boots and bands			

Comments

*NOTE: Brake fluid NOT filled - fluid level indicates pad wear

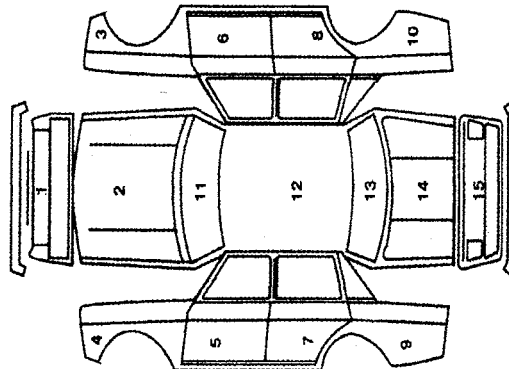
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I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for the loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and 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 the above vehicle to secure the amount of repairs thereto.

WAIVER OF TRIAL BY JURY

THE PARTIES AGREE TO WAIVE TRIAL BY JURY FOR ANY AND ALL CLAIMS, DISPUTES AND/OR CAUSES OF ACTION ARISING OUT OF, OR RELATING TO, THE VEHICLE OR THIS SERVICE ORDER, INCLUDING SERVICE TO THE VEHICLE OR REPRESENTATIONS OR OMISSIONS REGARDING THE VEHICLE. THE PARTIES AGREE TO THIS WAIVER IN THE INTEREST OF AVOIDING, AMONG OTHER THINGS, DELAYS AND EXPENSES ASSOCIATED WITH JURY TRIALS.

CUSTOMER SIGNATURE _____



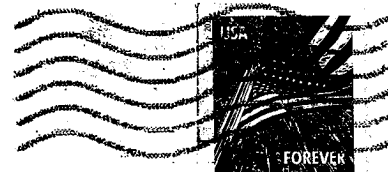
DAMAGE NOTED: NONE LF F RF LR R RR

MULTIPLE POINTS INSPECTION REVIEWED WITH SERVICE ADVISOR

[REDACTED]
Columbia, MO

SAINT LOUIS MO 630

22 AUG 2015 PM 5 L



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