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



NOV 23 2016

GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

SAMUEL S. OLENS
ATTORNEY GENERAL

www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600
Fax: 404-651-9018

September 28, 2016

[REDACTED]
Athens, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: American Honda Motor Company, Inc. / American Honda Finance
Corporation

Dear [REDACTED]

The Consumer Protection Unit of the Georgia Department of Law has received your complaint regarding American Honda Motor Company, Inc. / American Honda Finance Corporation. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

Dr. Mark R. Rosekind, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

L. Torres
Clerk

cc: National Highway Traffic Safety Administration (w/attachment)

Nam
11/29/16
SMD



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SUMMARY OF COMPLAINT

Reference file number: [REDACTED]
Date complaint received: 9/9/2016
Date summary generated: September 28, 2016

Name of consumer: [REDACTED]
Address: [REDACTED]
Athens, Georgia [REDACTED]
Phone: [REDACTED]
E-mail: [REDACTED]

Name of business: American Honda Motor Company, Inc. / American Honda Finance Corporation
Address: PO Box 2295, Torrance, CA 90509-2295
20800 Madrona Ave, Torrance, CA 90503
Phone: 800-708-6555
Year of transaction: 2013

Complaint details as submitted:

My 2013 Honda fit was issued a recall notice in March 2016 for faulty air bags. I have in good faith waited months for the airbag to be repaired. When questioning Honda they claim that since there are so many recalls there is nothing they can do but to put me in a rental car until my lease term is finished. My lease end in December 2016. I have turned the car into the local dealership as of September 7th 2016, with zero, damage and under miles. However, Honda refuses to let me out of my lease even though the car is not safe to drive, I longer have the car in my possession, I have turned the Honda fit into Hondas possession, and clearly expressed that due to the material safety of my family and person we will not be waiting any longer while they try and get a part that never seems to arrive. Honda has been extremely rude over the phone and unhelpful. They will not credit the last 3 months of my lease ending in December 2016 even though the car is unsafe. Honda is wanting a total of \$671.58 by December, however I don't even have the vehicle any more. I respectfully request that Honda honor my good faith effort to wait half a year for them to fix the vehicle and fail to do so. I do not possess the vehicle, and it is clearly under factory recall (document recall notice from March 2016 attached).



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

March 2016

NHTSA Recall 16V-061

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: JHMGE8H56DC [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2009-2014 model year Fit vehicles.

The defect in these vehicles could kill or injure you or other people in your vehicle.

Specifically, in some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture (break apart) and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

What should you do?

The remedy parts needed to conduct driver's airbag inflator recalls will become available in the Summer of 2016. Honda will send you another letter when parts become available to repair your vehicle.

Until parts become available for repairs, please feel free to discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Honda's Automobile Customer Service (at the number listed below) to address your needs and concerns.

If you have questions or concerns, we encourage you to visit www.recalls.honda.com or to call Honda Automobile Customer Service at 1-888-234-2138.

WHO TO CONTACT IF YOU EXPERIENCE PROBLEMS?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

WHAT TO DO IF YOU FEEL THIS NOTICE IS IN ERROR?

If you are not the current owner or lessee of the 2009-2014 Honda Fit identified on the Information Change Card included in this mailing, or if the name/address information on the card is not correct, please complete and sign the card and return it in the enclosed postage-paid envelope. We will then update our records.

LESSOR INFORMATION:

Federal law requires that any lessor receiving this notice must forward a copy of this notice to the lessee (customer) within 10 days.

IF YOU HAVE QUESTIONS:

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. U.S. customers can also locate a dealer online at www.automobiles.honda.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign #JY1 / Service Bulletin #16-016



Financial
Services

National Service Center
P.O. Box 165378
Irving, TX 75016-5378

September 7, 2016

[REDACTED]
ATHENS, GA [REDACTED]

OFFICIAL NOTICE OF VEHICLE RETURN

Re: Account No. [REDACTED]
2013 HONDA FIT
VIN: JHMGE8H56DC [REDACTED]

Dear [REDACTED]

Thank you for leasing your vehicle through Honda Financial ServicesSM. This letter serves as official notice that your vehicle was returned to PHIL HUGHES HONDA.

Honda Financial Services may send a final liability statement for excess wear and use or damage, excess mileage, personal property taxes, any applicable fees or penalties, and any other amounts due under the terms of the lease agreement.

We invite you to check out our website at hondafinancialservices.com and visit your local dealership for information on our new vehicles.

If you have any questions, our associates are available to assist you at (800) 708-6555. We look forward to doing business with you again soon.

Sincerely,

Honda Financial Services, as Servicer for Honda Lease Trust

Honda Financial Services is a DBA of American Honda Finance Corporation

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Consumer Protection Unit

2 Martin Luther King, Jr. Drive, S.E.
Suite 356
Atlanta, Georgia 30334

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09/28/2016

US POSTAGE

FIRST-CLASS MAIL

AUTO

\$00.39⁹



ZIP 30334
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National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

Defects
PM

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