

NEF-DIO

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



PHILIP D. MURPHY  
Governor

SHEILA Y. OLIVER  
Lt. Governor

*New Jersey Office of the Attorney General*

Division of Consumer Affairs  
Consumer Service Center – Complaint Review Unit  
124 Halsey Street, 3<sup>rd</sup> Floor, Newark, NJ 07102  
October 23, 2018



GURBIR S. GREWAL  
Attorney General

PAUL R. RODRIGUEZ  
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation  
1200 New Jersey Ave SE  
Washington, DC 20590

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Re: [REDACTED]  
File Number [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Gregory Turner  
Assistant Deputy of Enforcement  
Consumer Service Center

EA  
11.6.18  
WD

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OFFICE OF  
CONSUMER AFFAIRS

New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

2013-001-1 12 3 21

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]	BUSINESS: <u>HONDA NORTH AMERICA</u>
ADDRESS: [REDACTED]	ADDRESS: <u>200 VAN NESS AVENUE</u>
CITY: <u>WHITING</u>	CITY: <u>TORRANCE</u>
STATE: <u>N.J.</u> ZIP CODE: [REDACTED]	STATE: <u>CA</u> ZIP CODE: <u>90501</u>
HOME TELEPHONE NUMBER: [REDACTED] <small>(include area code)</small>	TELEPHONE NUMBER (1): <u>310-783-2000</u> <small>(include area code)</small>
WORK TELEPHONE NUMBER: [REDACTED] <small>(include area code)</small>	TELEPHONE NUMBER (2): _____ <small>(include area code)</small>
* E-MAIL ADDRESS: [REDACTED]	
* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.	

For statistical and informational purposes only. Your age:  [REDACTED]  [REDACTED]  [REDACTED]  [REDACTED]

1. Nature of complaint (please check the appropriate box(es)):

- Automotive  Automotive Repairs  Banking  Credit Card
- Charity  Direct Mail/Sweepstakes  Home Repair  Internet/Cyberspace
- Professional Service  Stocks/Securities  Telemarketing  Telecommunications
- Bingo/Raffle  Health Club  Warranty  Advertising
- Wheelchair Lemon Law  Weighing/Measuring Devices  Used Car Lemon Law  New Car Lemon Law
- Furniture  Other (specify) \_\_\_\_\_

2. If your complaint involves a motor vehicle, please provide the following information:

- a.  New  Used
- b.  Purchased  Leased
- c. Purchase Price 13,459.36 Current Mileage 83,000
- d. Date of Purchase 12-4-2013  With Warranty  With Service Contract  As Is
- e. Make HONDA Model CIVIC Year 2010

3. Name of company you dealt with: HONDA UNIVERSE

4. Name and title of company agents or employees you dealt with: SERVICE DEPT. + HONDA CORPORATE

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I NOTICED IN 5/2018 THE ROOF OF MY HONDA CIVIC, 2010, BLUE WAS GETTING A CLOUDY, CHALKY LOOK AND THE PAINT IS FADING. I CALLED HONDA UNIVERSE, LAKEWOOD, NJ, SERVICE DEPT AND THEY TOLD ME THERE WAS AN EXTENDED WARRANTY UP TO SEVEN YEARS BUT MY CAR JUST TURNED EIGHT YEARS OLD AND HE SAID "SORRY" YOU SHOULD HAVE BROUGHT THE CAR IN LAST YEAR. I SAID THE PAINT DID NOT DO THAT LAST YEAR, HE SAID A LETTER WENT OUT TO OWNERS OFFERING HIS EXTENSION AND I SAID, I NEVER RECEIVED A LETTER ON THIS FROM HONDA, HE SAID THERE WAS NO RECALL AND BECAUSE MY CAR MISSED THE DEADLINE THERE IS NOTHING THEY CAN DO. I CALLED CORPORATE AND THEY TOLD ME NOTHING THEY CAN DO. MY CAR'S PAINT STARTED TO FADE CHALKY & BECAME CLOUDY A FEW MONTHS AFTER THIS EXTENDED WARRANTY'S DEADLINE. THERE ARE HUNDREDS OF COMPLAINTS ON-LINE ON 2010 HONDA CIVICS COLOR BLUE THAT PEOPLE WANT A CLASS ACTION LAWSUIT. I BOUGHT THIS CAR USED AND STILL PAYING ON THE CAR. EVERY DAY THE ROOF OF MY CAR GETS WORSE & WORSE. ITS HONDA'S DEFECTIVE PRIMER & PAINT, SO WE SHOULD GET A NEW PAINT JOB. WE WILL LOSE A LOT OF MONEY & OUR CARS ARE AN EMBARRASSMENT. THERE ARE HUNDREDS OF CONSUMERS AFFECTED BY THIS. I WANT THEM (HONDA) TO REPAINT MY CAR. I STILL OWE 1,300 ON MY CAR. THIS WAS THE FIRST AND ONLY CAR THEY BROUGHT OUT TO ME, THEY KNEW THE PAINT WAS RE-NOT GOOD ON THESE CARS.

6. The amount of loss involved in this complaint: \$ PAINT . Please provide a breakdown of these losses:

TO REPAINT MY CAR ON MY OWN, I DON'T KNOW HOW MUCH THE COST WOULD BE MAYBE 1,000.00.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

Signature\*

Date

\* This certification must be signed by the person completing the form.

Honda says it will extend the warranty coverage on some of its 2006-2013 Honda Civic sedans and coupes, for problems with chalking and cracking.

The paint warranty of some of the Civic's available paint colors will now be 7 years with no mileage limit. Honda says on affected vehicles, the paint on the roof and leading edge of the front fenders may crack or have a chalky or cloudy appearance. Additionally, the roof, trunk, upper portions of the quarter panel and upper portions of the doors could also display this same chalky or cloudy appearance.

**WATCH:**

The colors involved in this paint warranty extension from Honda are as follows:

- B-92P - Nighthawk Black Pearl
- B-529P - Fiji Blue Pearl
- B-536P - Royal Blue Pearl
- B-537M - Atomic Blue Metallic
- B-561P - Dyno Blue Pearl
- NH-701M - Galaxy Gray Metallic
- NH-731P - Crystal Black Pearl
- NH-737M - Polished Metal Metallic
- YR-578M - Urban Titanium Metallic
- B-586P - Dyno Blue Pearl II (2012 model only)

This bulletin will expire on 9-30-14 for 2006-2008 vehicles.

This warranty extension does not cover any other paint issues like rock chips, scratches, bird droppings, tree sap, acid rain damage, exterior rust, etc. Only factory applied paint is eligible for the warranty extension. Finally, this warranty extension does not apply to a vehicle that has been declared

as a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.

#### CHECK OUT:


##### The fix

On affected vehicles, Honda dealers will inspect the paint and if the condition is observed, will repaint the affected areas entirely.

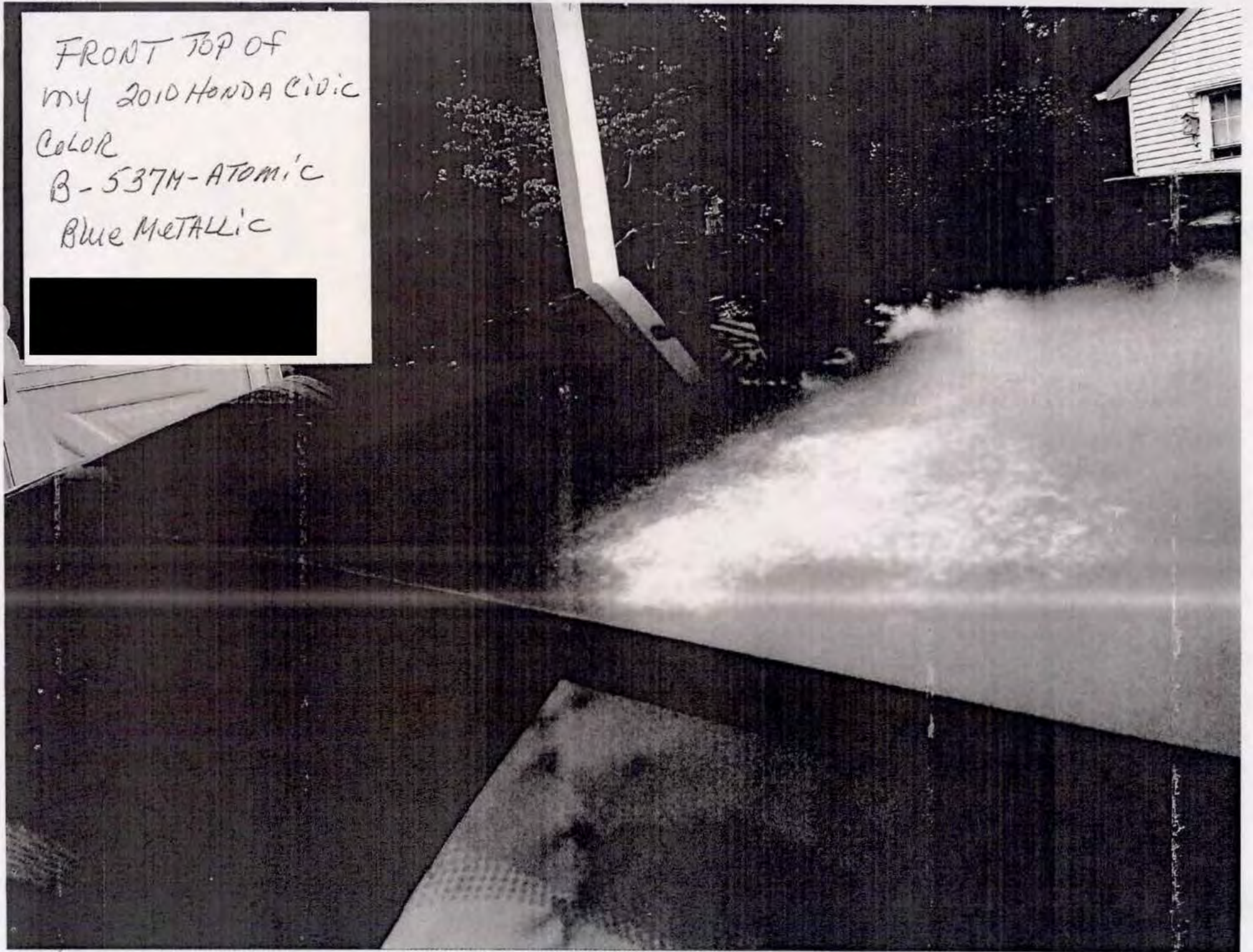
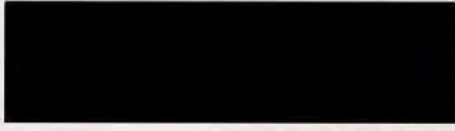
If a vehicle falls into the model and year category listed, is painted one of the colors outlined, and displays paint cracking, or a chalky or cloudy appearance, it should be inspected by a local dealer for paint condition.

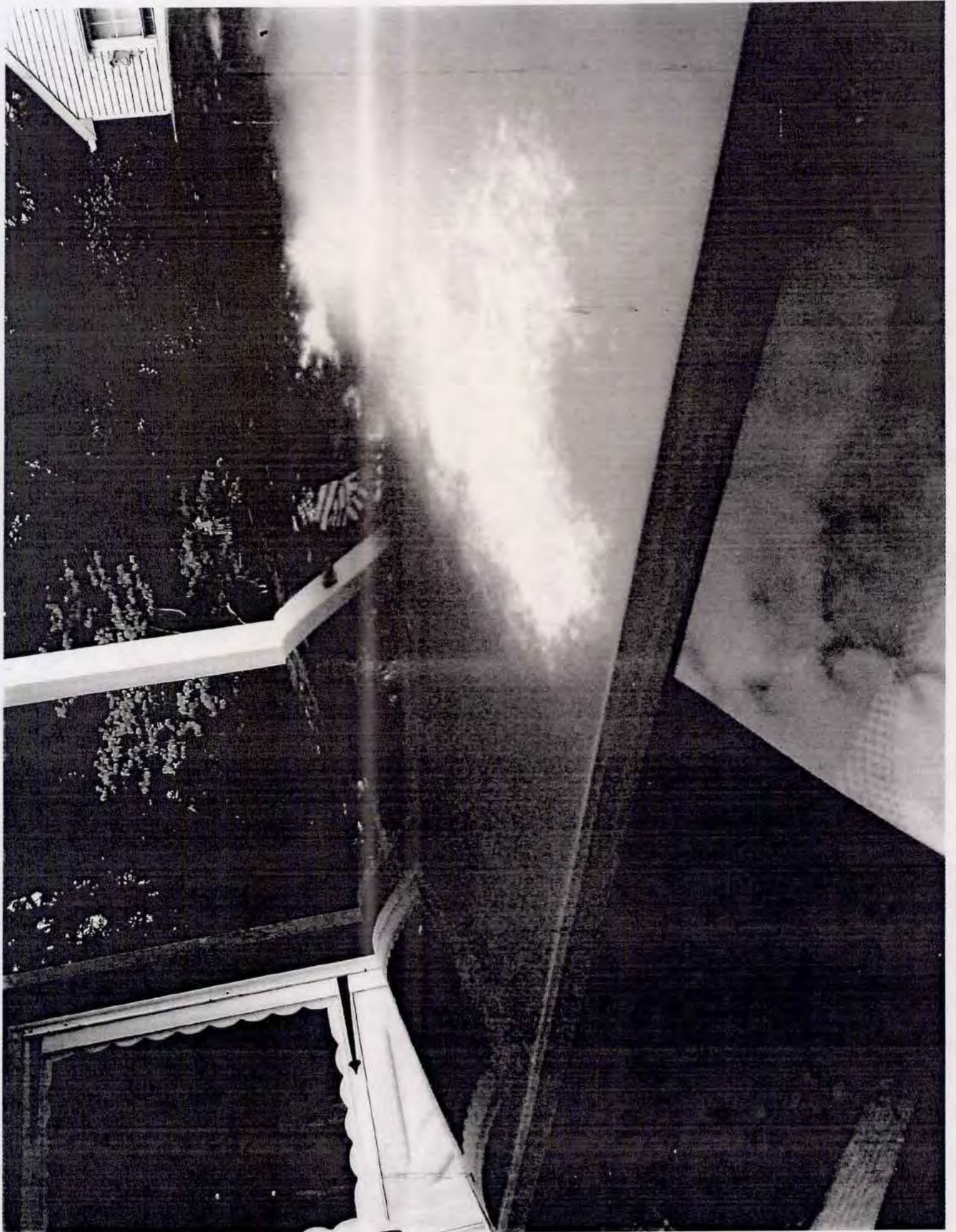
For more info or answers to questions regarding this warranty extension, call Honda direct at 800-999-1009, and reference Campaign # 14-034, entitled: Paint Chalking, Cracking, Clouding Warranty Extension.

I never received a letter informing me of the paint problem. My paint problem started when my car turned 8 years old, January, 2018 and the paint problem started in May, 2018 and informed Honda about this, they said at the dealership maintenance dept "Sorry, you should have brought it in last year!" I said it didn't start with the cloudiest until May, 2018 and getting worse everyday and I still am paying this car off. The Honda people knew about the paint problem but never informed me when I bought it used in 12/2013. It was the first and only car they brought out for me.

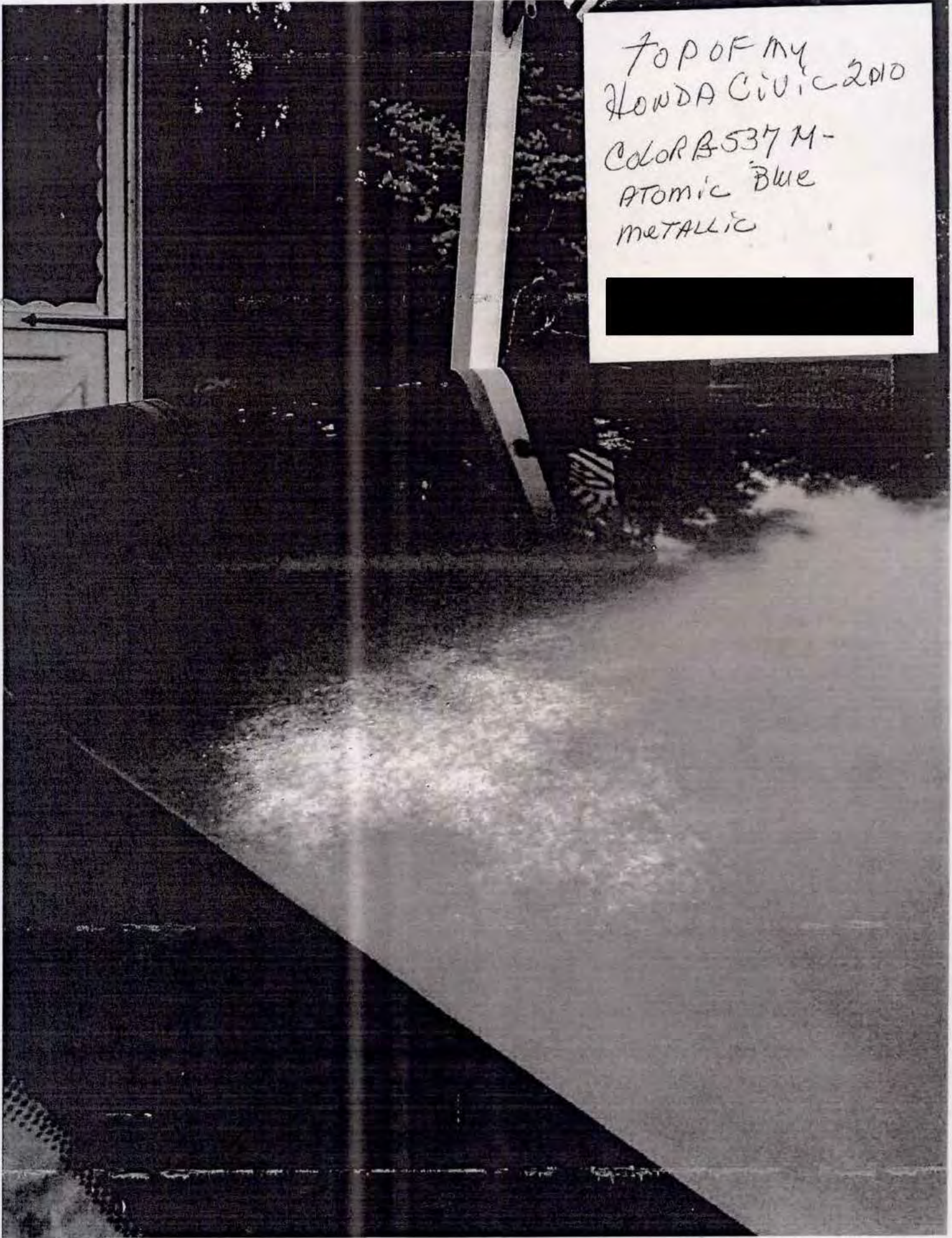


FRONT TOP OF  
my 2010 HONDA CIVIC  
COLOR  
B-537M-ATOMIC  
Blue METALLIC





TOP OF MY  
HONDA CIVIC 2010  
COLOR B537 M-  
ATOMIC BLUE  
METALLIC

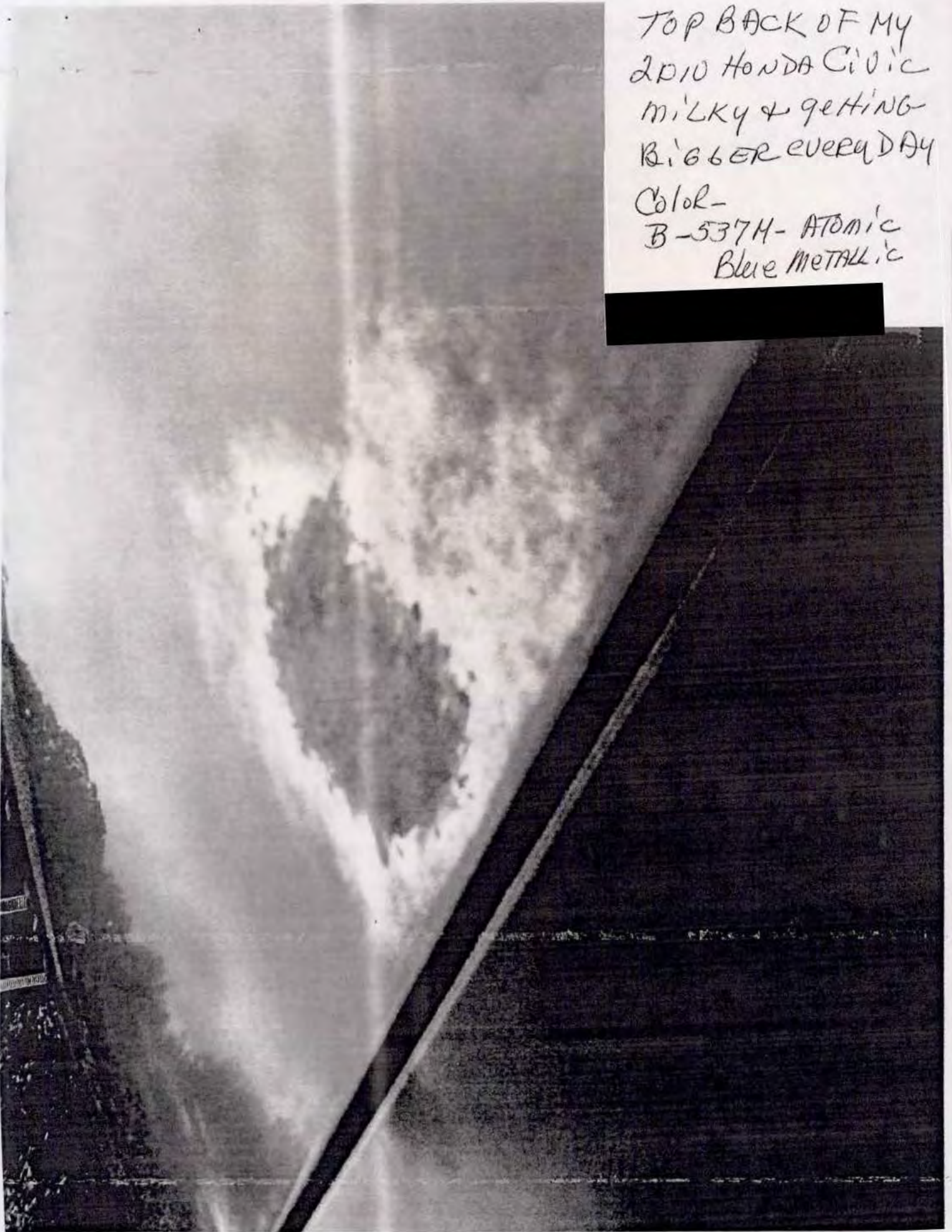


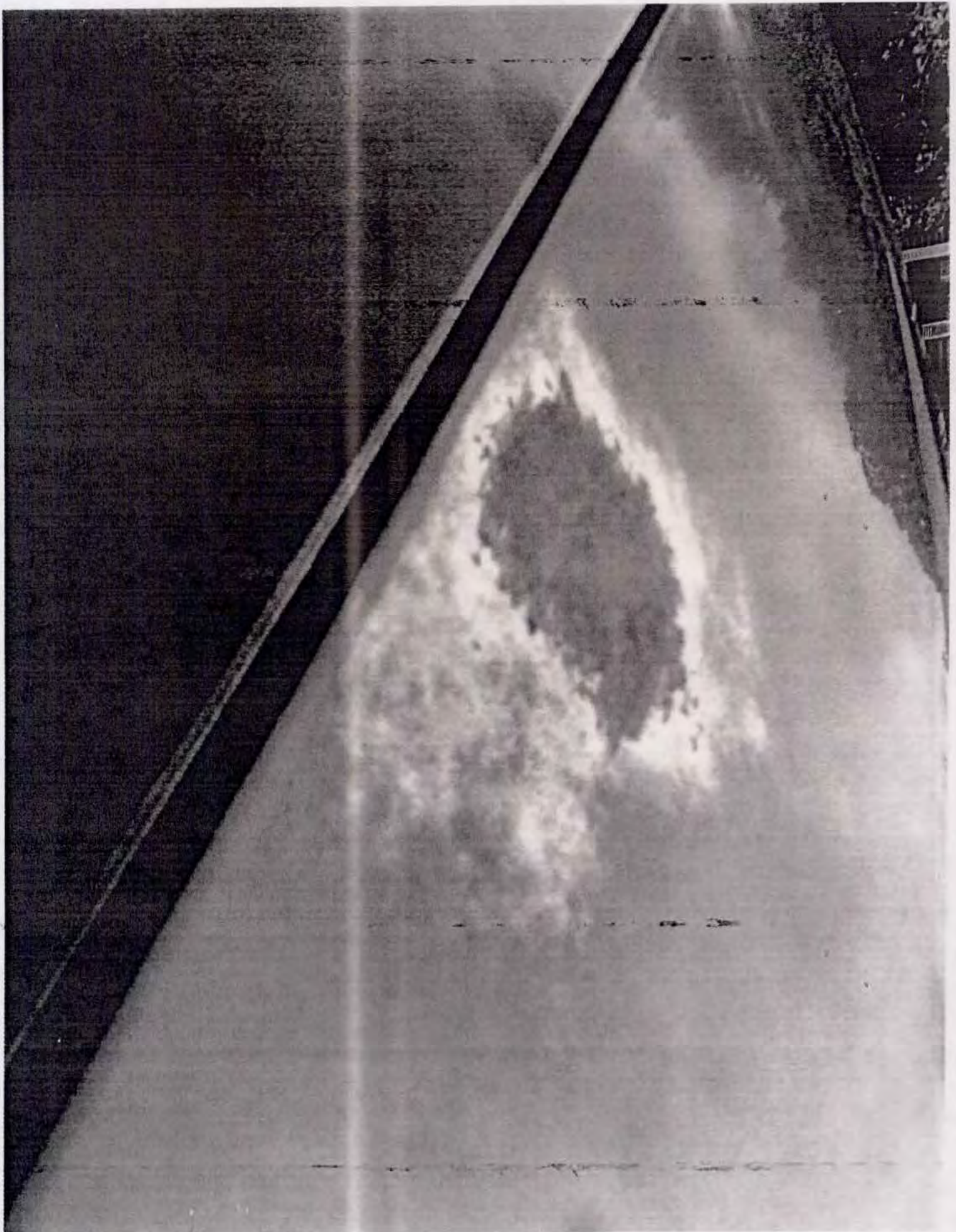


TOP BACK OF MY  
2010 HONDA CIVIC  
MILKY & GETTING  
BIGGER EVERY DAY

Color-

B-537H- ATOMIC  
Blue METALLIC



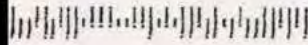


TOP OF MY  
HONDA CIVIC 2010  
WITH MULTIPLE MORE  
SPOTS APPEARING  
EVERY DAY.  
COLOR-B-537M  
ATOMIC BLUE METALLIC





Whiting N.J.



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CONSUMER SERVICE CENTER  
P.O. BOX 45025  
NEWARK, NJ 07101



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National Highway Traffic Safety Administration  
U.S. Department of Transportation  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

