

[REDACTED]
Secaucus, NJ [REDACTED]

CL-11221438-9068

JUL 0 8 2019

VIA CERTIFIED MAIL [REDACTED]

Sunday, June 23, 2019

NJ Dept. of Law and Public Safety
Div. of Consumer Affairs, Lemon Law Unit
PO Box 45026
Newark, NJ 07101

Re: 2016 Honda Civic Sedan PreOwned Certified
Purchase date: March 05, 2019

Gentlemen:

Kindly furnish complete information regarding our rights and remedies under relevant New Jersey Lemon Law.

We gave (verbal) notice of car obvious poor performance to the dealer, who asked us to bring vehicle to their shop for inspection, after which we were told they found nothing wrong.

Inclusively, not to lose track of problem we filed with the National Highway Traffic Safety Administration (NHTSA) few days after purchase. However, in June 20, 2019, we filed again with NHTSA under Complaint #11221438.

Problem Described to NHTSA:

On 15 occasions (since purchase) and often, the 4 windows are found open after we park the vehicle in supermarket, street, or our own parking lot, sometimes open 3 inches, other times fully open (w/doors locked). Further, the trunk opens by itself, while in motion, driving locally or on the Interstate.

As it is, this vehicle presents a security problem--we drive our grandchildren to games, school or doctors visits and offer no protection against the elements. We are unaware if there have been recalls on this model. The car was built in Canada. Any information you provide will be appreciated.

[REDACTED]
maf: sp

cc: NHTSA, 1200 NJ Ave. S.E. West Bldg., Washington, DC 20590

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Secaucus, NJ

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NHTSA
1200 New Jersey Ave. S.E. West Bldg.,
Washington, DC 20590

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