



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
SUFFOLK REGIONAL OFFICE

March 31, 2021

[REDACTED]
Babylon, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: American Honda Motor Co., Inc.

Dear [REDACTED]

On behalf of Attorney General Letitia James, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the agency shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that agency. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Mishaal Bajwa

Mishaal Bajwa
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
300 Motor Parkway, Suite 230
Hauppauge, NY 11788-5127
Tel: (631)231-2401 | Fax (631)435-0745

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id	[REDACTED]
Complaint Bureau	
Bureau Where You Filed Your Complaint	SUFFOLK
Your Information	
Salutation	
First Name	[REDACTED]
Last Name	[REDACTED]
Your Business/Organization Name	
Street Address	[REDACTED]
Address Line 2	
City/Town	Babylon
State	NY
County	[REDACTED]
Zip/Postal Code	[REDACTED]
Country	US
Email Address	[REDACTED]
Phone Number	[REDACTED]
Alternate Phone Number	
Gender	[REDACTED]
Subject of Your Complaint	
Are you complaining about a person or a company?	COMPANY
Business Name	American Honda Corp
Street Address	1919 Torrance Blvd
Address Line 2	
City/Town	Torrance
State	CA
Zip/Postal Code	90501
Email Address	Auto_Customer_Service@AHM.Honda.com
Phone Number	800-999-1009
Website	
Additional Complaint Information	
Location of Incident/Transaction	Bayshore Honda Sunrise Highway Bayshore NY
Date of Incident/Transaction	2020-10-28
Name of Product or Service	Defective Paint Evaluation forced to use dealerships bodyshop

Cost of Product or Service \$7506.87
Method of Payment OTHER
Other Payment Method Information not paid

Complaint Description

Honda Has defective paint issues on all colors but specifically white cars. My 2013 Honda Fit has no top coat it has disintegrated over the past 2 years. After research I found thousands of consumers had paint/topcoat issues. Honda had me bring the car in on 9/28/20 and kept it a month. They sent it to their Bodyshop and it was determined the car need to be totally repainted down to the metal. This is a known Honda issue and the consumer should not be responsible for any cost. They expect me to pay \$3002.87 which is 40% of the \$7506.87 cost.

I immediately brought my car to my NYS certified bodyshop that I have used for over 20 years. My shops estimate for the same job was over \$2000.00 less and I realized Honda's estimate was totally inflated so the consumer basically paid for the cost of the repair. Honda is forcing me to use their shop if I want my car fixed. I requested in writing through my attorney that Honda send the \$4504.00 directly to my Bodyshop so I could pay the difference but they have refused to do that. I can only get my car repaired at their shop.

My complaint is that my car is ready to rust as it has no top coat and the paint feels like sand paper due to a Honda defect. They acknowledged the car needs to be repaired from the metal up and totally restored.

I should not be forced to their bodyshop for the repair when they have excessively inflated the cost of the job to fall on the consumer.

forcing me to use only their shop. This should be illegal.

I requested that they send their \$4504.00 directly to my Bodyshop and they have refused.

Did you sign a contract? N

Was product or service advertised? N

Have you already complained to company/individual? N

Has matter been submitted to another agency or attorney? N

Is court action pending? N

What form of relief are you seeking, e.g., refund, credit, exchange, repair?

I am asking them to send the same payment they agreed to pay \$4504.00 to my NYS certified bodyshop directly and I will pay the difference. My payment would then be approx \$700.00 instead of \$3000.00 to their shop.

The Body Shop Is Sansone BodyShop @ 92 Brook Ave Deer Park NY 11729.

A consumer should not be steered or forced to use a specific shop when the cost is so much more and inflated. This is a scam from Honda to have the consumer basically pay for most of the repair.

I have owned and leased over a dozen Honda's. I was told by Chris Marino the Service Manager if I had an attorney contact them "Honda would do nothing for me".

Manufacturer of Product Honda
Street Address 1919 Torrance Blvd
City/Town Torrance Ca
State/Town CA
Zip/Postal Code 90501
Product Model or Serial Number Honda Fit Sport
Warranty Expiration Date
Did Business Arrange Financing? N

In filing this complaint, I understand that:

The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

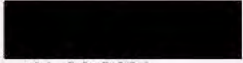
The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature

A solid black rectangular box used to redact the signature of the complainant.

Date of Affirmation

01-20-2021

State of New York
Office of the Attorney General
Suffolk Regional Office
300 Motor Parkway, Suite 230
Hauppauge, New York 11788



National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

