

From: richmond_office@warner.senate.gov
To: [OST Government Affairs](#)
Cc: ryan_forbes@warner.senate.gov
Subject: Inquiry on behalf of John Peeters
Date: Friday, September 15, 2023 11:44:12 PM
Attachments: [Workflow Related Mail Incoming Attachment 17036094 123258116 Peeters Case.pdf](#)

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Sullivan,

I have recently been contacted by my constituent, [REDACTED], concerning a delay in receiving a part from Honda.

You will find the inquiry details in the enclosed documents. If you require additional information from [REDACTED] in order to properly review the case, please let me know.

Please give this request every consideration and provide my office with a timely response. Any correspondence should be addressed to:

The Honorable Mark R. Warner
Attention: Ryan Forbes
919 E. Main Street, Suite 630
Richmond, VA 23219
P: 804-775-2314, F: 804-775-2319
Email: Ryan_Forbes@warner.senate.gov

Thank you for your attention to this matter.

Sincerely,
MARK R. WARNER
United States Senator

[REDACTED]
[REDACTED]
WILLIAMSBURG, VA [REDACTED]

Sep 8, 2023

The Honorable Mark R. Warner
Attention: Ryan Forbes
919 East Main Street
Suite 630
Richmond, VA 23219

Dear Ryan:

I appreciate your help in dealing with this situation with Honda. My understanding is that others are in the same situation.

The issue is not that there is a backlog in parts. That happens. The issue rather is that I was asked to pre-pay for a part I did not receive, was given the wrong information for the arrival of the part and that Honda has not provided any relief such as a loaner car or alternatives.

The part is critical for the breaks and therefore I can use my car. ***It looks like I will be without a car for a period of 4 months.*** I am losing considerable time and money as a result.

If needed, I can be reached at [REDACTED] or by cell phone at [REDACTED]

Thank you for your kind assistance.

Sincerely, [REDACTED]

Enc.: Background documents

[REDACTED]

From: Sen. Mark Warner <donotreply@warner.senate.gov>
Sent: Wednesday, September 6, 2023 11:40 AM
To: [REDACTED]
Subject: Responding to your letter
Attachments: Privacy Act Release.pdf

[REDACTED]

I appreciate the trust and confidence you have shown in me by contacting me with your letter in which you requested my assistance with Honda.

The Privacy Act of 1974 prohibits any federal agency from sharing information about an individual without the individual's authorization. Therefore, I am enclosing a Privacy Act Release. Please complete the form and return it to my office at the following address:

The Honorable Mark R. Warner
Attention: Ryan Forbes
919 East Main Street
Suite 630
Richmond, VA 23219
P: 804-775-2314, F: 804-775-2319
E: casework@warner.senate.gov

Please know that my top priority is to provide efficient and effective constituent service to all Virginians. Upon receipt of your completed Privacy Act Release, I will begin work on this matter by contacting the U.S. Department of Transportation (DOT). I look forward to hearing from you soon.

Sincerely,
MARK R. WARNER
United States Senator



THE HONORABLE MARK R. WARNER
PRIVACY ACT RELEASE

Please read and follow all directions carefully. If you are inquiring on behalf of someone, that person must sign this release of consent. **NO** action can be made without an original, non-digital signature.

I am aware that the Privacy Act of 1974 prohibits the release of information regarding my case without my express written approval. Therefore, I authorize the following government agency or agencies to release information regarding my concerns to the office of Senator Mark R. Warner (VA).

Name of Federal Agency: DOT

If your request is related to USCIS, ICE or a mortgage, please do not complete this form and instead fill out the appropriate form for your request available on our website or by contacting our office.

Circle One: Mr./Mrs./Ms./Mx Rev. Name:

Street Address:

City: WILLIAMSBURG State: VA Zip Code:

Home Phone Number:

Cell Phone Number:

Email Address:

Signature (non-digital):

Date: SEP. 8, 2023

If I wish Senator Warner's office to provide any information on this matter to another person such as parent, child or attorney, I have indicated those names here:

If you have previously contacted another Congressional office on this matter, please include the name of the office and date of contact here: N/A

Please complete the section(s) that applies to your case:

Department of Defense or Veterans Affairs

Social Security Number:

Claim Number:

Office of Personnel Management

Social Security Number:

CSA/CSF Number:

Date of Birth:

Department of Labor

Social Security Number:

OWCP Number:

U.S. State Department (Visa Case)

Case Number:

Date of Birth:

Social Security, Medicare or Marketplace

Social Security Number:

Date of Birth:

Internal Revenue Service

Social Security Number:

EIN (for business issues only):

Date of Birth:

U.S. Department of Education

Social Security Number:

Date of Birth:

Loan Number:

U.S. Passport

Social Security Number:

Date of Birth:

Other: Name of Agency: Identifying Number:

If you have questions about completing this form, please contact the Roanoke office at 540-857-2676

[REDACTED]
[REDACTED]
WILLIAMSBURG, VA [REDACTED]

August 16, 2023

VIA FEDEX

Mr. Noriya Kaihara
President and CEO
American Honda Motor Co, Inc.
700 Van Ness Avenue
Torrance, CA, 90501

Dear Mr. Kaihara:

The purpose of this letter is to document and to record a major failure by American Honda Motor Co, Inc. to provide safety and timely critical repair services to the users of your vehicles.

Specifically, we own a 2016 Honda Accord V6, VIN [REDACTED]. While driving in New York city on Saturday July 1, 2023 all of a sudden multiple warning lights appeared on the dashboard, including a red light for the brakes. The car was assessed by Williamsburg Honda on July 14 (first available appointment) and it was determined that the **VSA Modulator was failing**. We were told that this was quite serious and was a part of the brake system. Therefore, I immediately ordered the part which I was asked to pre-pay and that cost **\$1,868.18** (see attached). We were told that the part would arrive in **early August** and the car would be repaired immediately.

However, I was just informed by Williamsburg Honda that the part was now on "backorder" and the estimated arrival date for the part was changed to **NOVEMBER 5, 2023, a four-month delay on a critical safety car repair**.

According to the National Highway Traffic Safety Administration Service Bulletin – NHTSA, concerning this part for Honda cars:

"If the brakes are applied unexpectedly, it may increase the risk of a crash. Damage to an internal VSA modulator-control unit component could cause the VSA system to misinterpret the signal and may cause the VSA braking system to unexpectedly apply braking force."

In my view it is completely unacceptable that a global car company like Honda has months of delays on a critical service part (brakes) that directly affects the safety of US consumers. People need to be able to drive in total safety while they drive to and from their jobs. I need my car for my business meetings that can include long trips (in excess of 150 miles using major highways). However, based on what I have now

learned it does not appear that I can safely use my car, despite my wanting to have it repaired immediately and despite **having pre-paid for a part that I did not receive.**

I am copying Senator Mark Warner from Virginia, who needs to be made aware of this situation for car brake parts with Honda vehicles, that could result in major injuries or even deaths as a result of a brake failure.

Kindly remedy the situation so this critical repair to my car can be done as soon as possible.

I can be reached at [REDACTED] or by cell phone at [REDACTED]

Sincerely,

[REDACTED]

Cc: Senator Mark Warner, US Senate
Lawrence E. Luck, Attorney-at-Law
Williamsburg Honda, Williamsburg, VA

Enc.: Parts payment documents

CUSTOMER #: [REDACTED]

INVOICE



7101 Richmond Road · Williamsburg, VA 23188

Direct (757) 564-4680
Fax (757) 564-4640
Main (757) 564-9700 X2200
VA Toll Free (800) 296-9700

WILLIAMSBURG, VA

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 731 ADAM PARKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	HONDA ACCORD	[REDACTED]	[REDACTED]	189201/189201	TH3072
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	PAYMENT	INV DATE
01DEC15 IS			WAIT 14JUL23		125.00	14JUL23
01DEC15 DD					HOSA	
R.O. OPENED	READY	OPTIONS:	DLR:207566 ENG:3.5_Liter			

08:02 14JUL23 10:02 14JUL23

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STANDARD MULTI-POINT VEHICLE INSPECTION, INCLUDING BATTERY TEST

CAUSE: INSPECTION

MPI STANDARD MULTI-POINT VEHICLE INSPECTION,
INCLUDING BATTERY TEST

797 CMHO		0.00	0.00
1 06312-5G0-505RM STARTER (SM-74011)	537.80	537.80	537.80
(PREPAID SPECIAL ORDER PART)			
1 04571-T2G-X01 MODULATOR ASSY-, VSA	1868.18	1868.18	1868.18
(PREPAID SPECIAL ORDER PART)			
1 15115-P8A-A01 GASKET, OIL HOLE	5.19	5.19	5.19
(PREPAID SPECIAL ORDER PART)			
1 91214-RKG-003 OIL SEAL (80X98X8)	29.15	29.15	29.15
(PREPAID SPECIAL ORDER PART)			
1 26000-5B7-315 TRQ/CONV ASSY	1979.00	1979.00	1979.00
(PREPAID SPECIAL ORDER PART)			
PARTS: 4419.32	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 4419.32

B CUSTOMER STATES MULTIPLE WARNING LIGHTS ARE ILLUMINATED ON THE DASH.
CHECK AND ADVISE10 CUSTOMER STATES MULTIPLE WARNING LIGHTS ARE
ILLUMINATED ON THE DASH. CHECK AND ADVISE

797 CPHO		125.00	125.00
PARTS: 0.00	LABOR: 125.00	OTHER: 0.00	TOTAL LINE B: 125.00
189201 RETRIEVED VSA CODES 121-11 AND 123-11 VSA MODULATOR SOLENOID MALFUNCTION. CLEARED CODES AND FOUND CODES TO COME BACK ON INTERMITTENTLY. VSA MODULATOR NEEDS REPLACEMENT			

C CUSTOMER STATES SOMETIMES WHEN MOVING FORWARD OR BACKWARD THERE IS A
CLUNK ON THE LEFT FRONT10 CUSTOMER STATES SOMETIMES WHEN MOVING FORWARD
OR BACKWARD THERE IS A CLUNK ON THE LEFT
FRONT

797 CMHO		0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C: 0.00

**100% Customer Satisfaction
is our Guarantee!**If you are not completely satisfied,
please see our Service Manager or
General Manager.
We Thank You for your business.STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

INVOICE



7101 Richmond Road · Williamsburg, VA 23188

Direct (757) 564-4680
Fax (757) 564-4640
Main (757) 564-9700 X2200
VA Toll Free (800) 296-9700

WILLIAMSBURG, VA

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 731 ADAM PARKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	HONDA ACCORD			189201/189201	TH3072
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01DEC15 IS						
01DEC15 DD			WAIT 14JUL23		125.00 HOSA	14JUL23
R.O. OPENED	READY	OPTIONS:	DLR:207566 ENG:3.5_Liter			

08:02 14JUL23 10:02 14JUL23

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

189201 UNABLE TO CONFIRM CUSTOMER'S CONCERN, HOWEVER NOISE COULD
POTENTIALLY BE RELATED TO FAILING VSA MODULATOR, WHICH CAN CAUSE A
TWANG/BUZZING NOISE INTERMITTENTLY FROM FRONT OF VEHICLE

ESTIMATE: 194.22 14JUL23 08:02 SA: 731

CONTACT:

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: EL37 Starter - Replace

REASON DENIED: DEC

PERSON CONTACTED:

COMMENTS: None

RECOMMENDED BY: 731 PARKS

DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED:

ESTIMATE: 806.21

DESCRIPTION: BR60 SI Modulator, ABS - Replace

REASON DENIED: DEC

PERSON CONTACTED:

COMMENTS: None

RECOMMENDED BY: 731 PARKS

DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED:

ESTIMATE: 2068.50

DESCRIPTION: D018 MOC BRAKE FLUID FLUSH

REASON DENIED: DEC

PERSON CONTACTED:

COMMENTS: None

RECOMMENDED BY: 731 PARKS

DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED:

ESTIMATE: 150.02

DESCRIPTION: EG36 Belt, Timing w/ Water Pump w/ Drive Belts - Replace

**100% Customer Satisfaction
is our Guarantee!**If you are not completely satisfied,
please see our Service Manager or
General Manager.

We Thank You for your business.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



7101 Richmond Road • Williamsburg, VA 23188

Direct (757) 564-4680
Fax (757) 564-4640
Main (757) 564-9700 X2200
VA Toll Free (800) 296-9700

WILLIAMSBURG, VA [REDACTED]

PAGE 3

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 731 ADAM PARKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	HONDA ACCORD	[REDACTED]	[REDACTED]	189201/189201	TH3072
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
01DEC15 IS						
01DEC15 DD			WAIT 14JUL23		125.00	14JUL23
R.O. OPENED		READY	OPTIONS: DLR:207566 ENG:3.5 Liter			

08:02 14JUL23 10:02 14JUL23

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

COMMENTS: None

RECOMMENDED BY: 731 PARKS DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED: ESTIMATE: 935.32

DESCRIPTION: EN24 Tensioner (Adjuster), Timing Belt - Replace

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

COMMENTS: None

RECOMMENDED BY: 731 PARKS DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED: ESTIMATE: 241.44

DESCRIPTION: 60 OIL PUMP RESEAL WITH TIMING BELT REPLACEMENT

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

COMMENTS: None

RECOMMENDED BY: 731 PARKS DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED: ESTIMATE: 477.56

DESCRIPTION: EN19 SEE NOTES: Seal, Rear Main - Replace AND TORQUE CONVERTER

REASON DENIED: DEC

PERSON CONTACTED: [REDACTED]

COMMENTS: None

RECOMMENDED BY: 731 PARKS DENIAL ADDED BY: 731 PARKS

LINE ASSOCIATED: ESTIMATE: 3057.42

****Thank you for your business and allowing
us to provide you a "5 Star Excellent"
service experience. ******100% Customer Satisfaction
is our Guarantee!**If you are not completely satisfied,
please see our Service Manager or
General Manager.
We Thank You for your business.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	125.00
PARTS AMOUNT	4419.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.75
TOTAL CHARGES	4553.07
LESS DISCOUNT	200.00
SALES TAX	309.96
PLEASE PAY THIS AMOUNT	4663.03

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

PRE-WORKORDER

**WILLIAMSBURG
HONDA HYUNDAI**

7101 Richmond Road · Williamsburg, VA 23188

Direct (757) 564-4680
Fax (757) 564-4640
Main (757) 564-9700 X2200
VA Toll Free (800) 296-9700

Page 1 of 1

WILLIAMSBURG, VA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: Adam Parks

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	· TAG
BLACK	2016	HONDA ACCORD			189201	H3072
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12/01/2015						07/14/2023
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter				
07/14/2023						

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# A	MPI	STANDARD MULTI-POINT VEHICLE INSPECTION, INCLUDING BATTERY TEST	0.00	0.00
# B	10	CUSTOMER STATES MULTIPLE WARNING LIGHTS ARE ILLUMINATED ON THE DASH. CHECK AND ADVISE	1.00	97.11
# C	10	CUSTOMER STATES SOMETIMES WHEN MOVING FORWARD OR BACKWARD THERE IS A CLUNK ON THE LEFT FRONT	1.00	97.11
		ADDITIONAL SERVICE RECOMMENDATIONS		
# D	EL37	Starter - Replace	0.80	806.21
# E	BR60	SI: Modulator, ABS - Replace	1.50	2068.50
# F	D018	MOC BRAKE FLUID FLUSH	1.00	150.02
# G	EG36	Belt, Timing w/ Water Pump w/ Drive Belts - Replace	7.70	935.32
# H	EN24	Tensioner (Adjuster), Timing Belt - Replace	0.00	241.44
# I	60	OIL PUMP RESEAL WITH TIMING BELT REPLACEMENT	3.00	477.56
# J	EN19	SEE NOTES: Seal, Rear Main - Replace AND TORQUE CONVERTER	8.10	3057.42

Subtotal 7930.69

Shop Charges 15.00

Printed On 07/14/2023 9:44 AM

Sales Tax 331.47

Estimate Expires on 07/14/2023

Total 8277.16**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or 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 above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ 8277.16

AUTHORIZED BY X

"All parts removed will be discarded unless instructed otherwise"

☐ SAVEREVISED
ESTIMATE (1)REVISED
ESTIMATE (2)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

john.peeters@gentag.com

From: Honda Customer Service <acs@ahm.honda.com>
Sent: Wednesday, September 6, 2023 12:30 PM
To: [REDACTED]
Subject: Follow-Up Communication on Honda Parts Order [ref:_00Do0JBy0._5003b1mewXy:ref]

[REDACTED]

Thank you for contacting American Honda Motor Co., Inc. It has been our absolute pleasure to assist you with your 2016 Honda ACCORD VIN: [REDACTED] and we apologize for any inconvenience or delay this matter has caused you.

Per our conversation, we will continue to follow up regularly to provide parts update via email. Currently, the part(s) ETA is
04571-T2G-X01 - MODULATOR ASSY, VSA - ETA 11/5/2023

If you have any questions or concerns, please reply to this email or contact us at 800-999-1009 and enter Case Number [REDACTED] when prompted to do so. Our hours of operation are 6:00 AM to 5:00 PM Pacific Time.

We appreciate your time and patience regarding this matter.

Sincerely,

American Honda Motor Co., Inc.

Case #: [REDACTED]

Attention: If you are not the intended recipient, please delete the message and notify the sender. Thank you for your cooperation.

ref:_00Do0JBy0._5003b1mewXy:ref