



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

December 4, 2023

[REDACTED]
[REDACTED]
Catskill, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: Honda Motor Company, Ltd.

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,

Marisol Lugo

Marisol Lugo
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office Of Defects Investigation
West Building, 1200 New Jersey Ave SE
Washington, DC 20590-0001
(888) 327-4236

RL

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



BUREAU OF CONSUMER FRAUDS AND PROTECTION
28 Liberty Street
New York, NY 10005
Tel: (212)416-8300 | Fax (212)416-8787

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 NYC

Your Information

First Name [REDACTED]

Last Name [REDACTED]

Your Business/Organization Name

Street Address [REDACTED]

Address Line 2

City/Town Catskill

State NY

County GREE

Zip/Postal Code [REDACTED]

Country US

Email Address [REDACTED]

Phone Number [REDACTED]

Alternate Phone Number

Subject of Your Complaint

Are you complaining about a person or a company? COMPANY

Business Name Honda

Street Address

Address Line 2

City/Town

State

Zip/Postal Code

Email Address

Phone Number

Website

Additional Complaint Information

Location of Incident/Transaction Lia Honda of Kingston

Date of Incident/Transaction

Name of Product or Service

Cost of Product or Service

Method of Payment

Complaint Description

I have a 2009 Honda CR-V that had a recall performed on 9/13/24. After the recall was performed the car is still not safe. But Honda is saying the car is safe even though it will not pass NYS inspection after the recall was performed. I first called Honda on 9-14-24 and they wanted documents from dealership saying it's unsafe. On 9-18-24 the dealership put the car through NYS inspection and failed because of the area to do with the recall. Sent this information into honda. They didn't get back to me until I called back. They went on to say the whole underside of car is bad which is not true. Then trailered car to 3 different shops. All 3 shops said the unsafe part is where the recall was performed. Sent this information into Honda and again they pushed me off basically saying not there problem. I have not driven the car since the recall has been performed.

Did you sign a contract?

Was product or service advertised? N

Have you already complained to company/individual? Y

How? BY TELEPHONE

Complaint Date 2023-09-13

Person contacted Honda

Job title

Nature of response

Date of response

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 would like Honda to either make the car safe for my family and I to drive in. Or buy the car back so I have some kind of money to put towards a new car. I can not sell the car as it is because it does not pass NYS because it's unsafe.

Manufacturer of Product Honda

Street Address

City/Town

State/Town

Zip/Postal Code

Product Model or Serial Number 2009 Honda crv

Warranty Expiration Date

Did Business Arrange Financing?

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

[REDACTED]

Date of Affirmation

10-20-2023

State of New York
Office of the Attorney General
28 Liberty Street
New York, NY 10005

CONSUMER FRAUDS & PROTECTION BUREAU

FIRST-CLASS



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