CL-10512151-6325

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

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

MAY - 8 2013

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
CONSUMER FRAUDS & PROTECTION BUREAU

May 2, 2013

[redacted]
Staten Island, NY [redacted]

Our File Number: 2013 **-1112830**
Company: 2013 Honda

Dear [redacted]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization 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 organization. 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,

Judy Blumenberg/cl

Judy Blumenberg
Bureau of Consumer Frauds
and Protection

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

ET
051013
SMD

OFFICE OF THE ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK DEPARTMENT OF LAW

Received by
CONSUMER FRAUDS & PROTECTION BUREAU
APR 08 2013
NYS OFFICE OF THE ATTORNEY GENERAL
NEW YORK CITY OFFICE

Consumer Frauds and Protection Bureau
120 Broadway, 3rd Floor
New York, NY 10271
Phone: (212) 416-8300 Fax: (212) 416-8787

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

1. Please be sure to complain to the company or individual *before* filing a complaint.
2. Please type or print clearly in dark ink. Form may also be filled in online using Adobe Acrobat version 5.0 (or later) and printed out for mailing.
3. Complete the *entire* form. Incomplete or unclear forms will be returned to you.
4. Please attach *photocopies*—no originals—of supporting documents.

CONSUMER

Name [redacted]	Home phone [redacted]
Street Address [redacted]	Business phone cell [redacted]
	Email address [redacted]

City/Town	County	State	Zip
Staten Island	Richmond	N.Y.	[redacted]

COMPLAINT:

Name of seller or provider of services: Honda of Staten Island	Phone: 718-447-3800
Street Address: 1232 Hylan Blvd.	Email address:
	Website:

City/Town	County	State	Zip
Staten Island	Richmond	N.Y.	10305

Date of transaction	Cost of product or service	Method of payment
2/18/2013	$24789.75	

Did you sign a contract? [✓] Yes [ ] No

Date signed: 2/18/13 Where signed: 1232 Hylan Blvd. S.I. NY 10305

OPTIONAL: Other seller, provider of services, manufacturer or warrantor	Phone
	Email address
Street Address	Website

City/Town	County	State	Zip

Was the product or service advertised? ☐ Yes ☐ No

Date advertised: Where/how advertised:

Date and method of complaint to company or individual:	Person contacted (include title):
☐ Email ☐ Telephone ☐ In person ☐ Other:_____	

Date(s) and nature of response(s):

Has this matter been submitted to another agency or attorney? (If "Yes," please provide name and address.)

☐ Yes ☑ No

Is court action pending? (If "Yes," please describe.)

☐ Yes ☑ No

Briefly describe your complaint: I bought this Honda 2013. On 3/17/13 @ 1PM as I drove into my driveway, I was braking and all of a sudden it accelerated and I placed my two feet on brake and finally forced the transmission gear into PARK. It came to a stop but not before I went through my garage door. This was very frightening and caused considerable damage to my car and garage door.

I informed Honda immediately of the defect. They had Honda America investigate and concluded that nothing was at fault with the vehicle. I replied that I did not feel safe in this car and asked for another vehicle. They said that could not be allowed.

I have had a 2004 Honda Accord for 9 years. I have an excellent driving record (accident free). I would like for this complaint to become official. If in the future similar complaints are filed I would like to be informed and join in any action.

Re: Honda Accord 2013 LX model VIN No. 1HGCR2F38DA[redacted]

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

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form *photocopies* of any paper involved (web printouts, contracts, warranties, bills , statements, cancelled checks, correspondence including email, etc.) DO NOT SEND ORIGINALS. Due to the volume of complaints we receive, any final resolution of this matter may take some time and your patience is greatly appreciated. In order to protect your privacy, we suggest you remove all confidential information from the complaint and documents you submit to us, such as your Social Security number, financial account numbers, and any medical information.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

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.

The above complaint is true and accurate to the best of my knowledge. I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signa[redacted]	Date 4/18/13

Return completed form and documents to:

Office of the Attorney General
Consumer Frauds and Protection Bureau
120 Broadway, 3rd Floor
New York, NY 10271
(212) 416-8300 / 8341
Fax: (212) 416-8787

[redacted]
Staten Island, NY [redacted]

TRIBORO NY 112
BKLYN-QNS-STATEN ISL
19 APR 2013 PM 2 L

Justice
FOREVER

Received by
CONSUMER FRAUDS & PROTECTION BUREAU

NYS OFFICE OF THE ATTORNEY GENERAL

Office of the Attorney General
Eric T. Schneiderman
State of New York Dept of Law
Consumer Frauds and Protection Bureau
120 Broadway, 3rd Floor
New York, NY 10271

10271 80493

STA
OFFICE OF
120 BROADWAY
NEW YORK, NY 10271-0332

FIRST CLASS

UNITED STATES POSTAGE
PITNEY BOWES
02 1M
0004281786
$ 01.12⁰
MAY 02 2013
MAILED FROM ZIP CODE 10271

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