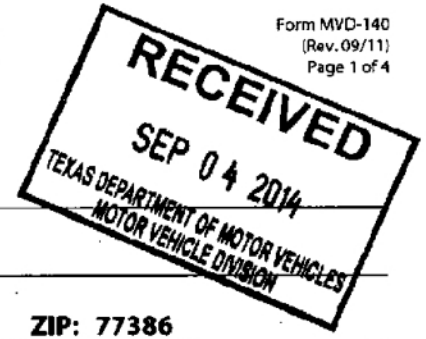




# LEMON LAW COMPLAINT FORM

Form MVD-140  
(Rev. 09/11)  
Page 1 of 4



OWNER: Steve and Sheri Lonnes

MAILING ADDRESS: 27014 Benton Brook Ct

CITY: Spring

STATE: TX

ZIP: 77386

WORK PHONE: 832-625-4245

HOME PHONE: 713-389-5589

FAX: \_\_\_\_\_

E-MAIL ADDRESS: 552.137

CHECK ALL THAT APPLY:  NEW  USED  DEMO  PROGRAM  LEASE  CONVERSION

YEAR: 2014

MFG/MAKE: HONDA

MODEL: ODYSSEY TOURING

VIN: 552.130

DATE PURCHASED: APRIL 29, 2014

MILEAGE: CURRENT 9527 AT DELIVERY: 30 DATE 24,000 MILES REACHED: \_\_\_\_\_  
**NOT APPLICABLE TO TOWABLE RECREATIONAL VEHICLES**

CONVERSION CO: \_\_\_\_\_

LEASE CO: \_\_\_\_\_

SELLING DEALER: STERLING MCCALL HONDA

CITY: HUMBLE

SERVICING DEALERS 1) STERLING MCCALL

CITY: HUMBLE

2) HONDA OF SPRING

CITY: HOUSTON

3) \_\_\_\_\_

CITY: \_\_\_\_\_

DEALER ADDED OPTIONS: FLOOR MATS, TRUNK MAT, TINTED WINDOWS, NITROGEN TIRES

WHAT REMEDY ARE YOU SEEKING?:  REPURCHASE/REPLACEMENT OR  REPAIRS

EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion.

Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
Transmission jerking intermittently between 1st and 2nd gear. It happens more frequently when the vehicle is warm and the temperature outside is hot.	1st visit	06/24/14	06/26/14	5928
	2nd visit	07/07/14	07/10/14	6695
	3rd visit	07/12/14	07/17/14	6922
	4th visit	08/25/14	08/28/14	9481

LL \$35

000114 \*SEP 03 14

OK # 1025

**CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.**

<b>Description of problem that <u>CONTINUES TO EXIST:</u>                      list only one problem</b>	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
<b>Description of problem that <u>CONTINUES TO EXIST:</u>                      list only one problem</b>	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
<b>Description of problem that <u>CONTINUES TO EXIST:</u>                      list only one problem</b>	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
<b>Description of problem that <u>CONTINUES TO EXIST:</u>                      list only one problem</b>	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			

YES     NO

The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was given **written notice** of the problem(s), on August 28, 2014.

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

YES     NO

The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: \_\_\_\_\_ LOCATION: \_\_\_\_\_

BY WHOM: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.

Steve Tomney Sheri Lee Jones  
SIGNATURE OF REGISTERED VEHICLE OWNER/LESSEE

8-29-14  
DATE:

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.

Steve and Sheri Lonnes  
27014 Benton Brook Ct  
Spring, Texas 77386  
713-389-5589  
August 28, 2014

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
1919 Torrance Boulevard  
Mail Stop: 500-2N-7A  
Torrance, CA 90501-2746

To Whom It May Concern:

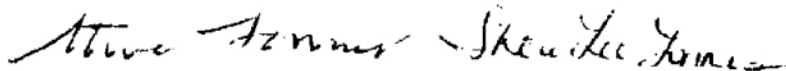
I am writing to notify you of the problems I am experiencing with my 2014 Honda Odyssey Touring VIN# 552.130 and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased the vehicle from Sterling McCall Honda in Humble, Texas on April 29, 2014. The vehicle had 30 miles on it when I purchased it. Within a couple weeks of owning the vehicle, I noticed that the transmission would jerk violently on an intermittent basis when accelerating between the 1<sup>st</sup> and 2<sup>nd</sup> gear. It seemed to happen most often when the vehicle was warm and the temperature outside was warm. The intermittent jerking is getting more frequent over time. I took the vehicle back to the dealer on the following dates: 6-26-14, 7-7-14, 7-12-14, and 8-25-14. To date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle. Also included are written accounts of the details of my dealings with the dealerships in each case.

This problem substantially impairs the use of my vehicle. Therefore, if you and/or your dealer are unable to correct this problem, I expect you to repurchase the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my vehicle and make any necessary repairs.

Sincerely,



Steve and Sheri Lonnes

Enclosures  
CERTIFIED MAIL  
RETURN RECEIPT REQUESTED