

May 4, 2011

American Honda Motor Co.
1919 Torrance Blvd.
Torrance, CA 90501-2746

To Whom It May Concern:

I've recently had a very bad experience at one of your dealerships. I've tried to get in touch with a manager at the corporate office by phone on two occasions. Each time I was only able to file a complaint with the customer service representatives. I'm very disappointed that no one has contacted me over this situation. The case numbers you have on file are N012011-04-1802054 and N012011-04-2200597.

On April 15th I decided that I wanted to get a vehicle to help with the rising gas prices. I walked into Miller Honda of Van Nuys and was treated wonderfully by the sales woman Mar. I explained to her my situation and what I was looking for, which was a 4 door Civic. She proceeded to run my credit which came back at 709. She then explained to me that the terrible earthquake and tsunami that occurred in Japan caused Honda to be very low on inventory. So unfortunately she didn't have a Civic for me.

On April 16th I went into Power Honda in Valencia and saw that they had approximately five Civics. I told my salesperson Jess the situation and he explained that the payments would be \$139/month lease with \$1500 down or with the Really Big Thing Campaign it would be \$190/month with zero down. After filling out the paperwork, he shortly came back and told me that my credit was only 663. I explained to him that it wasn't and wanted to speak to a manager. That is when Chance Corbett came out and told me that he ran my credit and that's what it is. With this credit score the lease payments would go up to \$272/month. I continued to explain to him that the day before I was in the Miller Honda and they have my credit score at 709. I then called Miller Honda right in front of him to ask for my credit just to double check and Julie was nice enough to tell me. I asked him to run my credit with me watching and he refused at first until I started to get angry. He then proceeded to say he was re-running it but he was only reprinting the original copy he gave me. I know this because the original had the wrong zipcode. I asked him to re-run it and give me a print out with the right zipcode and he again just printed out the original. I then drove down to Miller to get a copy of my credit report and spoke to the managers. They explained to me that Honda is required to take the 2 credit score. They said Chance was taking the 3 credit score to try and get me to pay higher lease payments. This makes sense because when I checked my own credit it came back at 765 which would be the 1 credit score.

On April 18th I filed my first complaint with Justin who couldn't have been nicer. I asked to speak with a manager and he told me they were in a meeting. I told him the story briefly and he even knew how serious the situation was and asked me to hold. He then came back to tell me that the managers didn't think it needed to escalate and to just file a

complaint, so I did. I waited a couple days to see if I was going to get a response and I didn't. So I then figured I would call Power Honda and speak to the General manager Carlos Dominguez and tell him the story. After telling him the story, he didn't even apologize. All he said was I'll wait for corporate's response to respond. What kind of GM sees blatant unethical behavior and doesn't apologize to the customer?

On April 19th I went into Robertson Honda and again everyone couldn't have been nicer. They convinced me to get into a 2 door instead of the 4 door Civic because he didn't have any 4 doors left either. Mario was the name of my salesman and he was honest and upfront. I explained what I had gone through at Power and he couldn't believe it.

My last effort to get a corporate manager on the phone was April 21st. I spoke with Shanisse who again was extremely nice and was the only one who apologized to me for what I had gone through. But again no manager wanted to speak to me. So I filed the second complaint. The best part of this story is that I was the star of one of the commercials last year for the same Really Big Thing ad campaign you are running again this year. I told both Justin and Shanisse this information which they relayed and still wasn't able to speak to anyone about this. How is it that I am dealing with such blatant dishonesty and unethical behavior from one of your dealerships, when my face was all over the TV promoting the very deal I wasn't able to get? If this is the way I am being treated how is everyone else being treated?

I think something needs to be done to resolve this issue and would appreciate being contacted about this. Thank you for your time.

Sincerely,

Dennis Singletary