

On June 15, 2016, my son called to tell me that his Honda Civic was suddenly making loud noises and was vibrating severely. If this malfunction had occurred at a speed greater than 30 miles per hour, the car would have gone out of control and he might have been injured or killed in a crash, possibly with other cars in a multiple vehicle collision. People could have been injured or killed due to the cheating service procedures performed by the service technicians of Route 23 Honda of Pompton Plains, New Jersey. I later discovered that, on April 4, 2016, Route 23 Honda technicians, in order to make more money, loosened the engine mounting bolts on that car in an attempt to reduce the time that they were being paid for to replace the water pump. We had the car towed to a recommended service garage, and the chief mechanic who repaired the car told me that several of the engine mounting bolts were missing altogether, and that only one bolt remained and was sheered off from prolonged lateral vibrations, because that one bolt was the only one remaining to support the entire engine. My chief mechanic told me that it is likely that Route 23 Honda's service technician or his service advisor forgot to re-tighten the engine mounting bolts, and that the service advisor and the technician neglected to inspect the engine to verify that the repair job was completed. Obviously, they were both negligent, and their negligence could have caused injury and even death to my son and to other drivers who might have been involved in a potential crash of his Honda Civic. My chief mechanic also told me that Honda service technicians (mechanics) often violate the servicing rules specified in their manufacturer's official service manuals, so that they can shorten their repair time, and thus make more money. When I called Route 23 Honda's service manager, she swore to me that her technicians do not touch the engine mounting bolts when changing a water pump. Yet, a member of my family, whose career involves working with automobile dealerships, told me that, indeed, Honda service technicians often loosen the engine mounting bolts so as to shorten the time spent in replacing the water pump. Therefore, they can make more money by doing more jobs per day. Moreover, I was shocked to hear Route 23 Honda's service manager tell me, "Maybe engine mounting bolts do come loose, normally." If true, that absurd statement would be an indictment of the executives of the Honda Corporation, charging them with manufacturing an unsafe and potentially injurious or deadly product which Honda knowingly and willfully sells to customers. Such a reality would make Honda guilty of murder in the third degree, which is known as manslaughter or negligent homicide, when one or more of many thousands of Honda drivers would inevitably crash due to the engine mounting bolts falling out. I would like the executive officers of Honda Corporation, Japan, to know about this life-threatening situation that exists today, all across America, regarding the hazards of driving Hondas which are serviced by cheating Honda service technicians.

John DiNardo