74 Randall Ter.

Hamburg, NY 14075

(716) 649-8899

[KristenKerr@gmail.com](mailto:daveclay@hotmail.com)

American Honda Motor Co., Inc

Power Equipment Customer Relations Dept.

4900 Macaroni Dr.

Alpharetta, GA 30005-8847

Dear Customer Relations Representative,

Re: HRR216VKA lawn mower part replacement

On 5 May, 5 2011 I purchased your HRR216VKA lawn mower from the Home Depot at 3756 McKinley Parkway, Blasdell, NY 14077. On Sept 17, while moving the mower backwards, the rear shield fell off and went under the mower, completely destroying the rear shield. Seeing as the lawn mower is still under warranty, I would like a replacement rear shield and the necessary attaching parts.

I bought your lawn mower because my family is a long time customer and we have been using your Honda lawn mowers for over 15 years (the same mower). Your lawn mowers are known for their quality and I was surprised when my rear shield fell off after only 4 months of bi weekly usage. The mower works very well, but without the rear shield I am unable to use my mower. I am disappointed that such a good brand would have a product fall apart so quickly.

On 18 Sep, 2011 I contacted your local service and sales dealer at Smith Rental on 473 Prospect Place Hamburg, NY 14075. The manager, Pete, agreed the mower was under warranty but could not help me citing warranty difficulties. He stated my only option was to go through Honda Customer Relations Dept.

I look forward to your reply and a resolution to my problem and will wait until **15 Nov, 2011** before seeking help from a consumer protection agency or the Better Business Bureau. I prefer to be contacted by email with any questions or issues that may arise. Please let me know when I can expect to receive the warranted parts.

Sincerely,

Kristen Kerr

Enclosed is a copy of the Home Depot receipt and a copy of the serial number.