

CL-101 89026-6821

Los Angeles, CA

April 7, 2007

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

Re: Transmission recall: issues resulting from service at Acura of Santa Monica

Dear Customer Service Manager,

Several months ago, I received notice my 2001 Acura TL had a recall for transmission issues. I brought my vehicle in for service to Santa Monica Acura, California.

I am disappointed as my vehicle is in worse shape than when I brought it in for service. I waited 45 minutes for anyone to take my information. I had to get a rental car as I was told it would be ready first thing in the morning. I returned the next day to pick up my vehicle. My vehicle seats were covered with footprints and dirt, the windshield had a layer of greasy smoke film on the inside, my wiring was dangling beneath the glove compartment, and my brake light wouldn't turn off for several minutes. I filled out a complaint form and they said they'd need my vehicle for another day and I got another rental car. They cleaned it up a bit but my brake light is still an issue, so I spoke with the service department and was told it wasn't their issue and I needed to fill out a complaint form even though I filled one out the previous day. I filled out another complaint form and have yet to hear back from Acura regarding the issue. After bringing the vehicle back home I realized they disabled my car alarm permanently! I gave up considerable time to have my car serviced but instead my car was damaged by Acura personnel.

Now it is several months later and I've yet to hear anything from Acura regarding my registered complaints and now my transmission is slipping even though I was told it was fine/fixed less a few months ago. I have no desire to deal with Santa Monica or any Acura mechanics. I'd like to get it fixed by a professional, get a rental and have Acura issue payment as I don't trust Acura service any more. I don't want to have to go back twice or three times to get the issue resolved. I used to recommend Acura to my friends and was really looking forward to buying a new TL by the end of this year but now as you can guess I'm less inclined.

I look forward to hearing from you and to a resolution of this problem. I will wait one month before seeking help from the Better Business Bureau and the National Highway Traffic Safety Administration. Please contact me at the above address or by phone: [REDACTED]

Yours sincerely,

Cc: National Highway Traffic Safety Administration

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