

MAY 11 2010

May 3, 2010

Nourse Dealerships
 Nourse Chillicothe Automall
 423 North Bridge Street
 Chillicothe, OH 45601

EXECUTIVE SECRETARIAT

2010 MAY 10 P 4: 04

RECEIVED - NHTSA

ATTN: GENERAL MANAGER

RE: SERVICE COMPLAINT

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

I am writing to express extreme disappointment with your dealership's response to my effort to get a Honda Safety Recall taken care of. The recall concerns the vent blower motor wiring harness in my 06 Honda Ridgeline (which I purchased from you folks).

It is a 70 mile round trip for me to bring the vehicle in for service. For that reason I always call and schedule a service appointment. When I called to schedule the recall repair I was put into a service person's voice mail. This is inconvenient as I would have to sit by the phone and wait for a call back to schedule a time.

Rather than play phone tag trying to schedule a safety-related repair, I went back to the operator and asked if I could speak with a real person who could schedule my recall repair. She advised me the service scheduler was "with a customer" and I should call back later.

I called back the next day. The same operator told me the same thing - the service scheduler was "with a customer." When I then asked to speak with the Nourse Customer Satisfaction person I was put in her voice mail because she was supposedly "closing a deal." So I asked to speak with the Honda Sales Manager. All I wanted was a real person who had some idea of how long the repair would take and who could schedule a time for it.

Instead of the sales manager I was connected to a lady who had no clue about recalls, and told me she only knew how to schedule oil changes!!! At that point she hung up on me.

I am very unhappy with this kind of run-around treatment, particularly when it relates to a factory-ordered safety recall from Honda. Further, I don't feel this is the kind of customer service Honda wants their dealers providing.

At this point the recall is still there to be taken care of. I don't know what to do to make that happen.

[REDACTED]
 Hillsboro, Ohio [REDACTED]

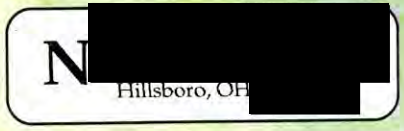
CC: American Honda Motor Company, Inc
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