

2/21/2012

FEB 29 2012

2

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

CL-10450908-6147

SOUTH PLAINFIELD, NJ

VIN: 19UUA56932A

AMERICAN HONDA MOTOR CO., INC

1919 TORRANCE BLVD.
MAIL STOP 500-2N-7E
TORRANCE, CA 90501-2746
(P) 800-382-2238

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVE., SE
WASHINGTON, DC 20590
(P) 888-327-4236

Dear ACURA,

I am writing to express my **dissatisfaction** with my recent experience at Springfield Acura (243 Route 22 East, Springfield, NJ 07081) in regards to the NHTSA Recall 14V-260 (Acura Recall 09-033) Driver's Airbag Inflator.

I received a letter in December 2011 notifying me of the recall on my 2002 TL-S, and that I "must have your vehicle's driver's airbag inflator replaced...as we have now determined that the inflator must be replaced." On Monday, February 13th I called Springfield Acura to make an appointment, where we originally purchased the vehicle about 10 years ago. The receptionist was unable to schedule my appointment because it was a recall, and must be handled by a service advisor. Unfortunately after waiting several minutes no service advisors were available to answer. I called back an hour later, and this time again no one answered, but I was able to leave a voicemail with the service department. The following day I did not get a response to my voicemail, so I called once again. This time I received a service advisor and she checked my VIN number in the computer to verify that my vehicle was part of the recall. It was, and an appointment was scheduled for Tuesday February 21st. On Saturday, February 18th I received a call from Springfield Acura confirming my appointment to have my airbag recall done.

On Tuesday, the 21st, I took a vacation day from work to bring my car in for the recall. After checking in I was told they would take care of the recall and do a multi-point inspection of my vehicle. I waited for almost exactly an hour for my vehicle to be done. To my surprise, the airbag inflator was not replaced. The service department told me they needed to order the part. When questioned on why the part was not ordered when the appointment was made, the response I received was that they needed to check the VIN. They had already done this the previous week on the phone, and even confirmed. They seemed more interested on selling me other services, then on completing the necessary recall. Another appointment was set for an inconvenient week later.

Judging from the recall notification sent, and what I've read online, this appears to be a very important and time sensitive safety recall. I am appalled that the dealership is playing service "games" to try and sell other services, instead of properly preparing for the scheduled appointment and completing the necessary safety fix. They had my VIN number, it is a mandatory part replacement, why was it not replaced during the scheduled appointment on the 21st?

There is a bright side to this. I am in the market for a new vehicle and now know it will not be an Acura. I will never own another Acura based upon my experiences with this dealer. My family has been loyal Acura owners for over a decade. My parents currently have 2, a '99 TL and a '05 TL and my brother currently has a '08 TL. This dealership has not impressed us, and this latest incident was the last. Acura lost a loyal customer and family of owners.

MC

030212

TGW

South Plainfield, NJ

DW DANIELS NJ 070

22 FEB 2012 PM 4 1



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 New Jersey Ave., SE
Washington, DC 20590

