

AUG 13 2013

August 8, 2013

American Honda Motor Co., Inc.

RE: NHTSA Recall 13V-246 - vacuum leak within brake booster
2006 Acura RSX
Case No. : N032013-07-1600148

Dear Sir/Madam:

I received your notice of recall July 16, 2013 and am very dissatisfied with the response I have received from both my Acura and Honda dealers. Your offer to have my vehicle inspected and then if need be, repaired, AT NO EXPENSE TO ME, is just not true.

My Acura dealer is Crown Acura located in Richmond, Virginia. I am located in Charlottesville, Virginia - a 64 mile trip one way. I was told that they do not do these types of inspections or repairs on a Saturday and that I would have to bring my vehicle in to them during the week, when I should be working. They also stated that I would have to have it inspected on one day and they would then have to order the part (if needed) and I would have to come back to have it repaired. Again, during the week. So, that would be four 64 mile trips and two days off from work. Certainly, not free. They offered a loaner which was not much of a compromise.

I discussed my concerns with your Client Relations Department and was treated with respect and kindness. (please pull up the claim number and read the content of our many conversations) I suggested that maybe the Honda dealer in Charlottesville might at least be able to do the inspection and that would save me the cost. My Honda dealer is Brown Honda. They were initially contacted by Client Relations who in turn called me stating that Brown was going to do the inspection. When they called me about it, I was advised that they might do it but I would have to bring my auto in to them for service in the future. (I can't afford dealer repairs but did not tell them that). I had to call them back a few times to see if they would set up an appointment and finally received a voice mail stating that they would not do the inspection or the repair.

I returned back to Client Relations requesting that this inspection be giving to my regular repair facility, Airport Road Auto Center here in Charlottesville. I was told that this was impossible and that there was no one else that I could go to in order to discuss my issue. I did later request, and did receive, the instructions for the inspection and am now left on my own to have Airport Road Auto Center do the work at my expense.

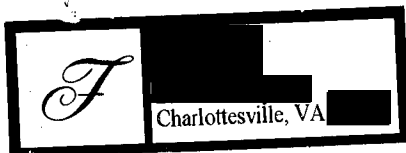
This is my last resort to register my dissatisfaction with Acura and Honda. I have been a customer for over 15 years. I will not carry on about the unfairness of this recall in hopes that you can see what is obvious.

Sincerely,

[REDACTED]
[REDACTED] Charlottesville, VA [REDACTED]
[REDACTED]

cc: National Highway Traffic Safety Admin.

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