

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

[REDACTED]
Falls Church, VA [REDACTED]

November 21, 2014

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

DEC - 5 2014

To whom it may concern

I am writing to inform you of the trouble I encountered when trying to get my airbags replaced as part of the recent airbag recall that applies to my 2006 Honda Accord.

On Wednesday November 19, 2014, I called the service department at Honda of Tyson's Corner, 1580 Spring Hill Road, Vienna, Virginia 22182, to arrange a service appointment for this Friday 11/21/14. They took my VIN (1HGCM55886A [REDACTED]) and confirmed that my car was part of the recall and set me up with an appointment.

Upon my arrival to drop the car off this morning, the service technician informed me that they had no record of me, my car, nor my appointment and that they could not fit me on that day since they had to order the part. Whether or not my appointment was not documented due to human error or was a purposeful effort by the dealer to delay or reduce the number of vehicles they needed to fix, I cannot say, but I am writing you to inform you of what has happened (in fact, my limited history with Honda dealer service departments has been satisfactory less than half of the time).

I will make another appointment for this service at another local Honda dealer and hopefully it shall be taken care of in a satisfactory manner.

Thank you.

[REDACTED]
cc: Service Manager, Honda of Tyson's Corner
NHTSA Headquarters

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12/11/14

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Falls Church, VA

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NHTSA Headquarters
ATTN: Recalls - Complaints
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590