

CL-10689354-6527

[Redacted]

Parker, CO

Phone: [Redacted]

Email: [Redacted]

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

FEB 12 2015

Thank you in advance for your time and attention to my correspondence.

In January, 2015 I received a notification letter in the mail about an important safety recall. The recall relates to the passenger's front airbag inflator. This applies to my 2003 Honda Pilot. The recall can be identified as NHTSA Recall 14V-349. The notice instructs me to contact my nearest Honda dealer to schedule a free service to have the recalled item replaced. The notice also instructs me to file a complaint if the service is not completed within certain parameters. One of those parameters suggests that I should expect to have the service performed within a reasonable period of time, such as 60 days from the time that I first contact the dealer regarding the repair.

Accordingly, I contacted my nearest Honda dealer:

Kuni Honda on Arapahoe
10750 East Arapahoe Road
Centennial, CO 80112

Upon contacting the dealer's service center I was informed that they would not even receive the required parts until sometime in April, more than 90 days from the date I contacted the dealer. They informed me that upon receiving the parts they would call and schedule a service, but also could not guarantee when the soonest service date would be.

I am formally filling a complaint, as instructed, because it seems that Kuni Honda on Arapahoe, or else American Honda as a whole is failing to provide the level of service that should be expected according to the terms of the safety recall notice. I suspect that the service expectations defined in the safety recall notice were carefully determined by American Honda and/or National Highway Traffic Safety Administration to be an appropriate and reasonable response time and that dealers should be held accountable to the service agreements for good reason. I have observed a failure to comply with these expectations that appears to reflect a lack of responsibility and accountability by one or more parties who carry the duty of service.

Please reply via phone, email, or postal mail with a recommendation of what steps I should take next to remedy this situation or else what I should expect from my Honda dealer. And, thank you again for your time and attention.

Thank you,

[Redacted]

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2/18/15
SMD

Parker, CO

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