

CL-10690039-1939

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2015 JUL 29 P 12:39

07/23/15

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

RE: Honda Pilot VIN # 2HKYF18663H [REDACTED]

JUL 30 2015

Administrator:

This letter is serving as our 3rd formal complaint for failure to correct a faulty air bag system in our Honda Pilot. Please see the attached complaint that was submitted to the safecar.gov in February 2015 as well as the letter that was sent to American Honda Motor Co., Milwaukee in April 2015. We have not received a response or any direction from either of these entities.

We live in an Atlanta suburb and are constantly fearful of the potentially deadly outcome of an accident due to these faulty airbags. The lack of care and commitment from the Honda Corporation regarding the recall is unacceptable.

[REDACTED]
Canton, Georgia [REDACTED]
[REDACTED]

cc: File
BBB

ET
7/31/15
SMD

04/15/15

RE: 2003 HONDA PILOT VIN #2HKYF18663H [REDACTED]

TO WHOM IT MAY CONCERN:

I AM WRITING TODAY TO LET YOU KNOW HOW DISAPPOINTED I AM WITH THE HONDA CORPORATION.

WE RECEIVED A RECALL NOTICE IN JANUARY 2015 ABOUT OUR DRIVER AND PASSENGER SIDE AIRBAGS. WE CALLED OUR LOCAL DEALERSHIP (HONDA CARLAND) TO SCHEDULE AN APPOINTMENT AND WAS TOLD THE ITEMS WERE NOT AVAILABLE. WE CALLED BACK IN FEBRUARY AND AGAIN THE END OF MARCH, AND WERE TOLD THE SAME THING...THE PARTS WERE NOT AVAILABLE. WE UNDERSTAND THIS IS NO FAULT OF THE DEALERSHIP, BUT WITH THE CORPORATE OFFICE! WHY WOULD RECALL NOTICES BE SENT, FOLLOW UP RECALL NOTICES BE SENT, AND THE REPLACEMENT PARTS NOT BE MADE AVAILABLE?!?

MY WIFE HAS BEEN DRIVING HER CAR SINCE THE RECALL NOTICE IN JANUARY. WHAT HAPPENS IF SHE IS IN AN ACCIDENT AND SERIOUSLY INJURED OR WORSE BECAUSE OF THE DEFAULT AIRBAGS?

WE HAVE BEEN LOYAL HONDA CUSTOMERS FOR 20 YEARS. AND I MUST SAY THIS LATEST DISAPPOINTMENT MAY MAKE US CHANGE OUR LOYALTIES.

[REDACTED]
CANTON, GEORGIA [REDACTED]
[REDACTED]

CC: FILE
BBB



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File a Vehicle Safety Complaint

NOTE: If you do not have an email address, or cannot fill in a required field, please phone the Vehicle Safety Hotline (Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153) for assistance.

Form Approved: O.M.B. No. 2127-0008

Please complete each section and then click on the "Verify your entries" button at the bottom.

* = required field

[Help](#)

1. Vehicle Information

Vehicle Identification Number (VIN): 2HKYF1866H

[Test your VIN](#)

* **Vehicle:** Enter your vehicle Make, Model and Model Year separated by spaces (e.g., MakeName ModelName 2003). After three characters possible matches may be shown and can be selected to complete your entry.

HONDA PILOT 2003

2. Incident Information

* **Approximate Incident Date:** 02/23/2015
For multiple incident dates enter the first date of occurrence.

Was there a Crash? ☐ Yes ☒ No

Was there a Fire? ☐ Yes ☒ No

Was there an Injury or Fatality? ☐ Yes ☒ No

Vehicle mileage at time of incident (miles):
For multiple incidents, enter the first failure mileage

Vehicle speed at time of incident (mph):

* **Affected Parts:** Select up to three parts
Air Bags

* **Tell us what happened** Enter up to 1900 characters

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

(1408 characters left)

I received a SAFETY RECALL NOTICE the end of January 2015. I called my Honda Dealership on 02/12 to schedule an appointment and was told the "parts" were not available yet, please call back the end of the month. I just called my Honda Dealership today, 02/23, and was told the "parts" would not be available until April! I just want this officially documented, should I or one of my family members(God forbid) have an accident with this vehicle and receive injuries because of this delay!!

3. Personal Information**We Value Your Privacy**

The information you provide will be used to identify potential safety-related defects or determine the adequacy of existing safety recalls. **We do not share your personal information with the general public.** We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 69 FR 53971 (Sept. 3, 2004).

* First Name:

* Last Name:

* Email:

* Confirm Email:

* Daytime Phone:

Evening Phone:

* Address 1:

Address 2:

* City: Canton

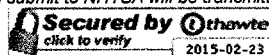
* State: GEORGIA

* Zip Code:

Verify your entries

Reset Form

All the information that you submit to NHTSA will be transmitted using secure mechanism.



2015-02-23

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SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

1200 New Jersey Avenue,



ATLANTA METRO 300

23 JUL 2015 PM 11



Canton, Georgia



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

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