

CL-10702214-6426

27 March '15

TO WHOM IT MAY CONCERN,

CASE # [REDACTED]

APR -2 2015

I WAS FIRST NOTIFIED IN JANUARY OF
THIS YEAR, THAT THE AIR BAG'S IN
MY 2003 "PILOT" HAD TO BE REPLACED.

I WAS TOLD AT THE TIME I
CONTACTED THE NEAREST DEALER, IT
WOULD TAKE TWO WEEKS TO GET THE
PARTS.

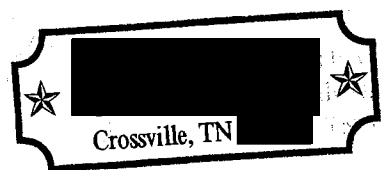
IT'S NOW THE END OF MARCH,
ALL I'VE HEARD FROM YOU PEOPLE AT
HONDA IS "EVERYTHING IS ON BACK-ORDER".

HOW MUCH LONGER MUST I WAIT
TO GET THIS PROBLEM SOLVED?

I DO NOT WANT ANOTHER PHONE CALL
FULL OF EXCUSE'S, I WANT TO KNOW
WHEN THIS PROBLEM IS GOING TO BE
FIXED.

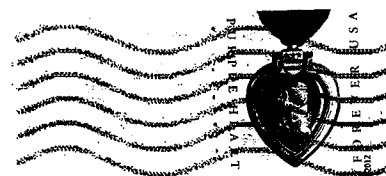
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CROSSVILLE, TN [REDACTED]

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NASHVILLE TN 370

26 MAR 2015 PM 6 L



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