

CL-10715872-3484

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

North Reading, MA

April 27, 2015

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

MAY -6 2015

Subject: Complaint re. Honda's inability to resolve safety recalls 14V-349 and 14V-351

Dear Administrator,

American Honda Motor Co and the local dealer (Honda Gallery, Reading MA) have failed to remedy airbag inflator recalls 14V-349 and 14V-351 within a reasonable period of time. I have not seen signs of adequate urgency or adequate competence in handling of the recall for our 2003 Honda Pilot, as demonstrated by the following:

- 12/4/14** Honda Gallery informs me of recall (while in for service), service advisor J. Madanian orders parts
- Mid March** Haven't heard anything, so call dealership. Am put through to voicemail. I explain that I'm calling to check status of parts for recall. Nobody returns my call.
- 1 day later** I call again. Same thing, leave message, nobody returns call.
- 1 week later** I call again, and reach service advisor J. Madanian. He researches and tells me that dealership has 91 of these parts on back-order.
- Mid April** Still no updates, so I call again. Am told my parts not in, but they have parts for another customer who sold their car, so I can bring car in.
- 4/20/15 AM** Car in shop for recall. At end, service advisor N. Haley tells me "all set." Only after driving home do I notice on paperwork that they performed only one of the two recalls and "ordered parts" for driver's side.
- 4/20/15 PM** I speak with N. Haley about this fact. He apologizes. Tells me some customers have been waiting since February for parts. I tell him I've been waiting since December! He tells me that he'll ask service manager Walter Sazo call me.
- 4/27/15** As of the writing of this letter, Mr. Sazo has never called, and I haven't heard an update re. parts

It has been almost five months since Honda made me aware of the safety recall, and the driver's side recall is still not completed. I am therefore filing this complaint with the NHTSA. Am also copying Honda in the hope that they will have a recommendation re. getting this safety recall resolved urgently.

Thanks and regards,



cc:

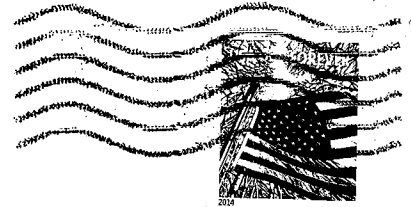
- 1. Honda Gallery, PO Box 210, Reading MA 01867 (attn. 1. Owner, and 2. Walter Sazo)
- 2. American Honda Motor Co., Honda Auto Customer Svc., MS 500-2N-7A, 1919 Torrance Blvd, Torrance CA 90501-2746

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