

AL-10747369-4247

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

July 27, 2015

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, D. C. 20590

AUG - 5 2015

On April 16, 2015, I called my nearest dealership after receiving a safety recall notice on my 2005 Honda CRV (airbag defect). I was told I would hear back from the parts department within 30 days to schedule an appointment for replacement. I called a second time on May 14 and was told there would be a delay in schedule due to the volume of calls received.

I can understand this is a National recall and I am well aware of the amount of Japanese auto makers in this country, however I feel that it has been a reasonable amount of time to have received this part as we are now nearing 120 days and waiting.

I appreciate any help you can provide and any answers to resolve this promptly.

Thank you,

[REDACTED]
Daly City, Ca., [REDACTED]

Dealer: Honda of Serramonte

485 Serramonte Blvd.

Colma, Ca., 94014

Re: Vehicle ID#JHLRD789X5C [REDACTED]

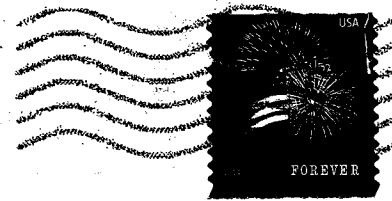
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SMD



[Redacted]
Daly City, Ca., [Redacted]

SAN FRANCISCO CA 940

27 JUL 2015 PM 5 L



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