

CL- 10979707-5240
[REDACTED]
Bronx, NY [REDACTED]
September 13, 2015

Administrator

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

SEP 25 2015

Ladies and Gentlemen:

I am enclosing a correction to what I had sent to American Honda and to you regarding my recalls' situation - NHTSA Recall Numbers - 15V-320 and 15V-370.

In addition, I am enclosing a copy of the Honda recalls' envelope. You will note that the postage on the envelope does not reflect a date, and in light of the fact, that the (belated) Honda recalls (that I previously sent you copies of) only reflect the date of "July 2015" there is no true record of when Honda actually sent these recalls out or when and if they were received by the consumer. I would, therefore, recommend that future procedures require exact dates on the recalls and that the manufacturer has to send them out via a mail tracking device so that both the manufacturer and the consumer can prove the date of actual receipt of them. Thank you for your consideration. Once again I would appreciate a reply from you.

Yours truly,
[REDACTED]

Enclosures

ET
92515
JMD

September 15, 2015

Please note →

Ladies and Gentlemen!

Please note that my zip code is [redacted] In addition, I had forgotten to state that at the end of the July 9, 2015 call with Deosha, she had given me a tracking #:

[redacted]
Bronx, NY [redacted] — zip code is [redacted]
September 10, 2015

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

[redacted]
that I felt you might need.
Yours truly
[redacted]

Ladies and Gentlemen:

Re: NHTSA Recall Number: 15V-320 (Manufacturer Recall Number: JR0—Recall Date of May 27, 2015)
NHTSA ^{15V-370} 15V-370 (Manufacturer Recall Number: JS2—Recall Date of June 12, 2015)

*
Corrected number

Thank you for the opportunity to file a complaint with you regarding the two recalls listed above regarding my car—a 2004 Honda Civic—in light of my dissatisfaction with American Honda and your dealership—Honda of New Rochelle. To add insult to injury, I received a post card from you on August 22, 2015 regarding these recalls stating “Thank you. At Honda your safety and peace of mind are what matter most.” which from the situation outlined below it is clearly evident that my “safety and ^(peace) peace of mind” were of little concern to American Honda and your dealership. The situation is as follows:

1. Upon hearing on the news that recalls were taking place regarding defective Takata air bags (actually regarding its inflators) that were causing people’s deaths, I was, of course, concerned about this but felt that it did not apply to me since I did not receive any recall notices from Honda (I have lived at the same address for over 50 years) and my automobile was approximately 11 years old.
2. Luckily, I came across a newspaper article that stipulated the years, makes, and manufacturers regarding this recall problem and realized that my car was, in fact, affected. (I believe by law you, as the manufacturer, were legally bound to have notified me of these recalls.)
3. Upon checking the NHTSA site and being referred to safecar.gov, I discovered that my car had two recalls regarding the airbag inflator situation. I wrote down the Manufacturer Recall Numbers and the Customer Service Number, 888-234-2138, to have my car fixed under these two recalls.
4. On July 9, 2015, upon calling Honda’s Customer Service Number, 888-234-2138, I spoke with Deosha (I assume that is how her name is spelled.) The following is what occurred:
 - a. I gave Deosha my VIN number and the two Manufacturer Recall Numbers.
 - b. She confirmed that I was to receive a replacement of my driver’s front airbag inflator and a replacement of my front passenger airbag inflator at no cost to me.



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
P.O. Box 3061
Milwaukee, WI 53201-3061

*No postage
meter
date*

FIRST-CLASS MAIL
U.S. POSTAGE PAID
American Honda
Motor Co., Inc.

FIRST-CLASS MAIL

Received 7/20/15

SAFETY RECALL NOTICE
PLEASE OPEN IMMEDIATELY

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



NEW YORK NY 100

14 SEP 2015 PM 11 L



Bronx, NY

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

20590

