

CL-10859751-7306

[REDACTED]
Boston, MA [REDACTED]
[REDACTED]

APR - 0 2016

March 22, 2016

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

TO WHOM IT MAY CONCERN:

As you will see in the attached letter, I recently received a letter from Acura about an "IMPORTANT SAFETY RECALL" for my 2013 Acura ILX. Responding to that letter and what appeared to be a sense of urgent concern, I scheduled an appointment with my dealership (Bernardi Acura of Boston, 1600 Soldiers Field Road, Boston, MA 02135) to discuss the safety issue. I met with the service manager, Mr. Patrick Spring (business card attached here), this morning (8:30 a.m. appointment, he finally met with me at 9:30 a.m.).

It became clear to me immediately that Mr. Spring was not taking this safety concern seriously. The first thing out of Mr. Spring's mouth was that he has an Acura and he feels safe driving his car. He then said that problems with the airbag have only occurred in locations with high humidity and high heat. Interestingly, he never asked me where I might be driving my car (or I would have told him that I own a home in Tampa, Florida – a location that might just meet the high humidity and high heat variables).

I said that the letter had referred to alternative transportation. He immediately, before I even said anything, said that he would not have a place to store my car for me. Maybe he had looked me up on his computer and noticed that my local address is in the city, so he probably already knew that I would not be able to store my car downtown. I told him that I pay \$305 a month for a parking spot and did not have a place for storage. He said that his lot was too small, and he would not be able to do that. He then told me that my options for alternative transportation would be Enterprise or Hertz, with a daily rental fee of \$35-\$40 although he said he really did not know how much Acura would reimburse – but that the company would not be paying for a comparable replacement vehicle (which would be something comparable to the ILX that I paid cash for and only has 24,000 miles). He said one of those rental companies might have a sedan, for example that maybe a Toyota would be available.

NAM
41416
SMD

After relaying this information to me, I (after first apologizing for my language) said that it appeared to me that he and his company did not give a!@#\$ if I got killed because of a defective part in the car that I had bought in good faith from them. He, somewhat begrudgingly, said that he would care but those were my options. I asked Mr. Spring if he would write this down and sign something so that I had a record of what he had given me as my options. He said that he would not do that, that he was not signing anything. I proceeded to take out my cell phone and told him that I was going to take a picture of the document where I had written my notes with him at his desk. Mr. Spring agreed to that. This is the third attachment here.

Honestly, I was shocked at Mr. Spring's response to this safety recall. Essentially, he was blowing it off by telling me that he would drive his car anyway and that this did not apply to me (because of the high heat/high humidity). If this does not apply to me and my car, then why did I receive the letter? If this is not an important safety concern, why send the letter? Basically, it appears that I just wasted my valuable time in even scheduling this appointment and waiting an hour past the appointment time for someone to talk with me.

If something does happen to me or anyone riding in my vehicle due to this problem, this letter is letting all know that I did pursue this safety recall issue with my dealership, Bernardi Acura of Boston, to no avail.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

c: American Honda Motor Co., Inc., Acura Client Relations



ACURA

AUTOMOBILE DIVISION

American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

March 2016

NHTSA Recall 16V-061

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 19VDE1F79DE [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Acura has decided that a defect which relates to motor vehicle safety exists in certain 2013-2016 model year ILX vehicles.

The defect in these vehicles could kill or injure you or other people in your vehicle.

Specifically, in some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture (break apart) and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

What should you do?

The remedy parts needed to conduct airbag inflator replacements will become available in the Summer of 2016. Acura will send you another letter when parts become available to repair your vehicle.

Until parts become available for repairs, please feel free to discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Acura's Client Relations (at the number listed below) to address your needs and concerns.

If you have questions or concerns, we encourage you to visit www.recalls.acura.com or to call Acura Client Relations at 1-800-382-2238, option 4.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Relations
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

You can also call the toll free Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

What to do if you feel this notice is in error?

Registration records indicate that you are the current owner or lessee of a 2013-2016 Acura ILX involved in this recall. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

Lessor Information:

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions:

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at 1-800-382-2238, and select option 4. U.S. clients can also locate a dealer online at www.myAcura.com. Clients in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Acura Automobile Division

Campaign #JY2 / Service Bulletin #16-010

Options:

- feels safe driving his
- hi buddy, lush heat
- Cannot store my car

- factory rental car thru

Enterprise & Hertz - don't know
man Acura is paying T Sedan
not comparable
luxury -

whatever avail

- Can't sign anything

Bernardi*
ACURA
of BOSTON

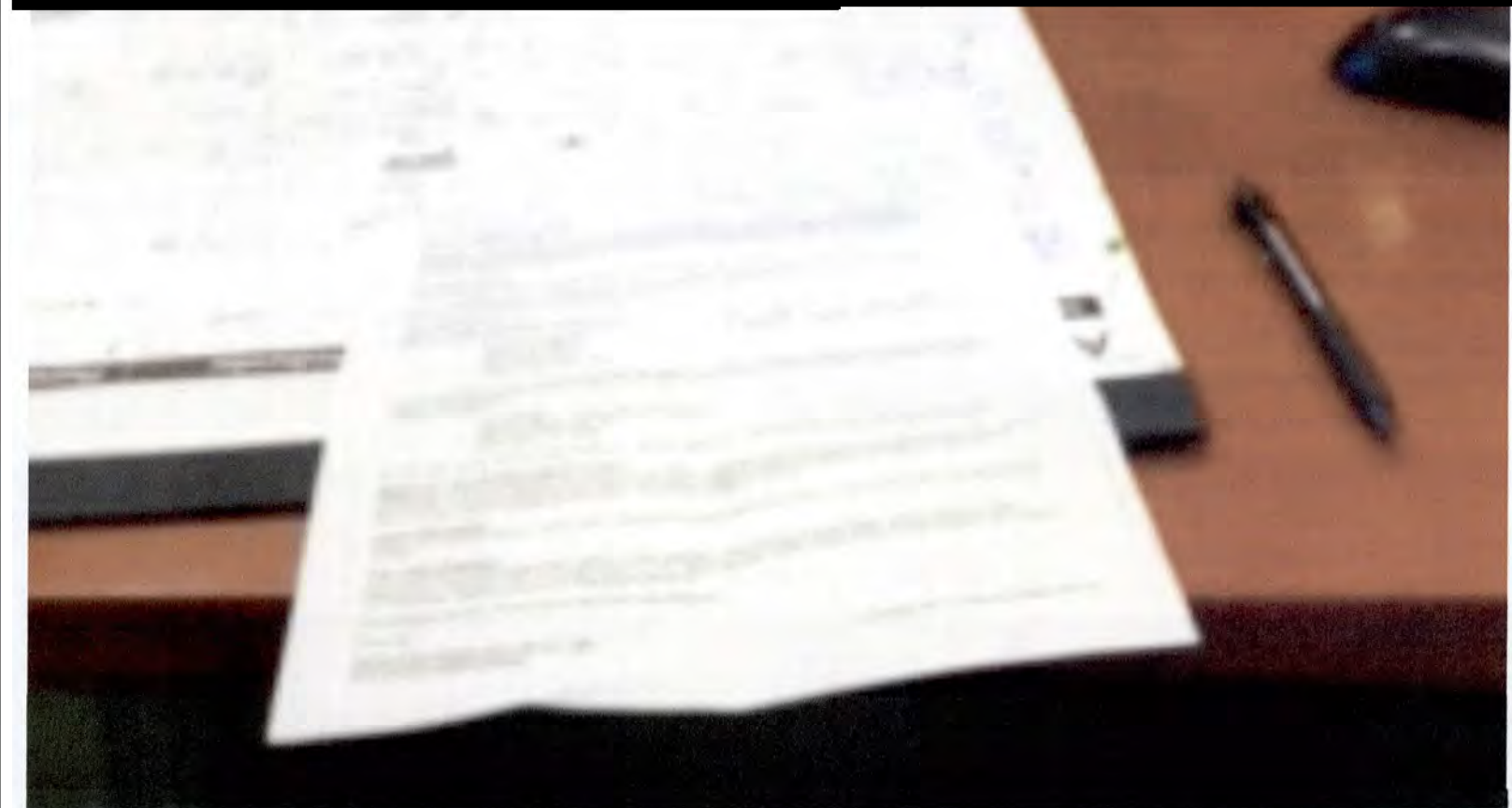
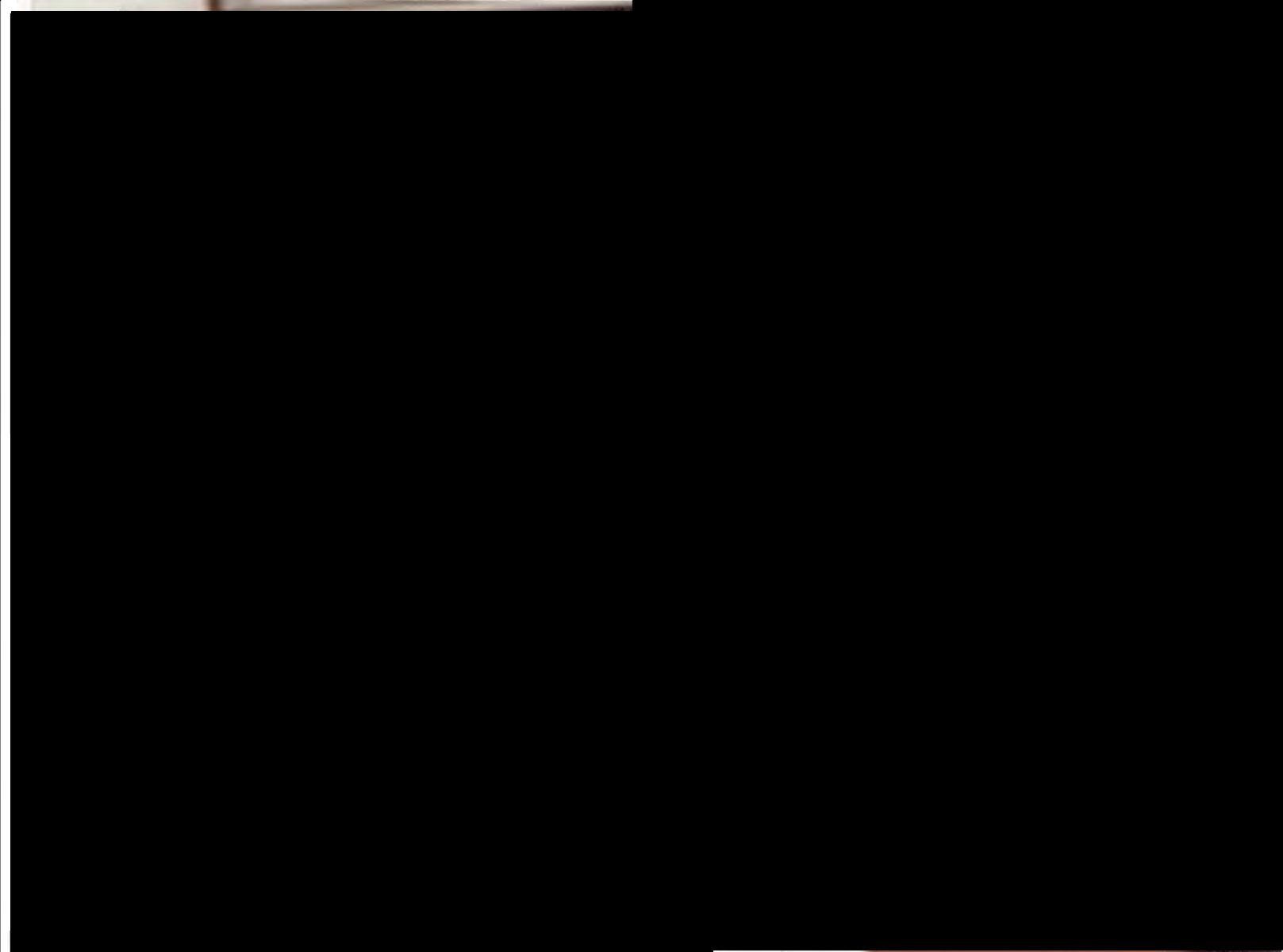


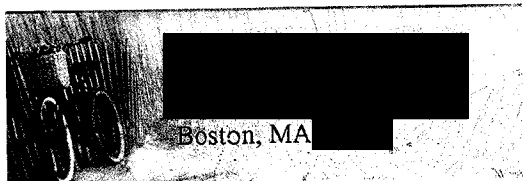
Patrick Spring
Service Director
Direct Line: (617) 202-0731

1600 Soldiers Field Road
Brighton, MA 02135
Phone: 617.254.5400
Toll Free: 800.800.5401
Fax: 617.789.4542

Thank You

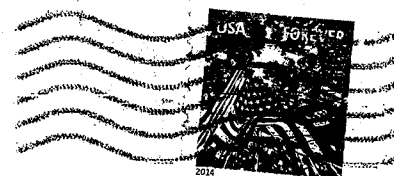






BOSTON MA 021

23 MAR 2016 PM 5 1



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

20590

