

CL-10860799-6921

[Redacted]
Daytona Beach, FL [Redacted]
2013 Honda Fit
Vin # JHMGE8H39DC [Redacted]

RE: SOMEONE PLEASE HELP ME WITH THE SAFETY RECALL NOTICE FOR THE DEADLY TAKATA AIRBAG DEFECTS

AMERICAN HONDA MOTOR CO. INC
HONDA AUTOMOBILE CUSTOMER SERVICE
MAIL STOP 500-2N-7A
1919 TORRANCE BLVD
TORRANCE CA
90501-2746

HENDRICK HONDA
330 NOVA RD.
DAYTONA BEACH, FL.
32114

APR -8 2013

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590

RE: Safety Recall Notice

I AM UNABLE TO GET ANY ASSISTANCE FROM MY DEALERSHIP. I CALLED BACK RICH ROBBINS (ASSISTANT GM) IN RESPONSE TO A VOICE MESSAGE ON MY MACHINE REGARDING THE RECALL AND HE REFUSED TO DISCUSS THE REPAIR. HE SAID THAT I HAD TO BUY A NEW HONDA! REPEATED REPLIES TO RALPH MORFORD'S EMAIL REGARDING SAFETY ISSUES HAVE GONE UNANSWERED.

MY DEALERSHIP AND HONDA CORPORATION HAVE REPEATEDLY MISLED ME ABOUT THE SAFETY OF MY CAR.

I WANT MY CAR REPAIRED IMMEDIATELY OR I WANT A SAFE CAR TO DRIVE IN THE INTERIM OR I WANT THE RETURN OF MY PURCHASE PRICE OF \$18,421.38.

I AM ATTACHING A DETAILED DESCRIPTION OF THE PROBLEMS I HAVE HAD:

We purchased a 2013 Honda Fit in **March 2013**. News stories at that time were beginning to mention that there were possible air bag malfunctions. We asked the salesmen at 2 Honda dealerships about the airbag issue and were told that there were no problems with Hondas and absolutely no problem with the 2013 Fit. The Current news reports seem to indicate that Honda Corp. knew there were problems since the early 2000's. Uninformed about the deadly airbag problem, we purchased and subsequently serviced our Honda Fit at Hendrick Honda Daytona, 330 Nova Rd., Daytona Beach, Fl, 32114.

We have conscientiously had the 2013 Honda Fit serviced regularly in accordance with the booklet that came with the vehicle and have followed the advice of the Honda Service Department especially with regard to safety issues.

NAAM
42016
SMD

June 30, 2015 [REDACTED] took the 2013 Honda Fit for servicing to Hendrick Honda and Ralph Morford was her service advisor. She asked him to tell her the manufacturer of the air bags in her car. He told her that the car was not recalled and was perfectly safe to drive and that the dealership could not help her but that she could call Honda Corporation and he even gave her the phone number. [REDACTED] called Honda Corporation with the Vin # and she was told by the Honda representative that her car was not recalled and that Honda Corporation did not know which airbag company was used for her vehicle and [REDACTED] was told to go back to her dealership for answers to her questions. [REDACTED] was upset and demanded to speak to someone in charge who could help. The Honda representative took [REDACTED] phone number and said someone would call her back. But no one did.

[REDACTED] called Hendrick Honda and spoke to Dale Lockwood who assured her that when she brought her car again, he would check to see which airbag company was involved with her Honda.

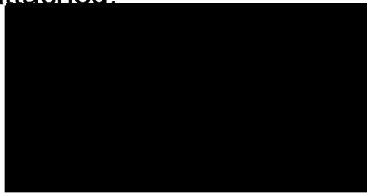
On November 3, 2015 after much discussion Rich Nichols, the Hendrick Honda service advisor told [REDACTED] that although the 2013 Honda Fit was not recalled and was safe to drive, it did have Takata airbags and accessories. Rich Nichols was very helpful that day.

March 8, 2016 [REDACTED] took her 2013 Honda Fit to Hendrick Honda for servicing. Rich Nichols gave her a list of recommendations. She approved all of Rich Nichols recommended repairs and as far as she knows the work was completed at a cost was \$813.39. Rich Nichols told her that her vehicle was recalled but was still safe to drive. Mr. Nichols said that repairs would be made in the summer and a letter relating to the recall was pending.

On Thursday March 10 or 17, 2016, Rich Robbins of Hendrick Honda left a message on the [REDACTED] voicemail that said: ". . . your 2013 Honda Fit has been recalled. Please call me immediately." [REDACTED] called back and Mr. Robbins refused to discuss the recall. He said that if she wanted a safe car he could help her buy a new Honda Fit. [REDACTED] became very upset and demanded information regarding the recall and stated she in no way would purchase a new Honda. Mr. Robbins disconnected the call. [REDACTED] called back Hendrick Honda and asked to speak to the person in charge of the dealership. The secretary said that the GM was busy and that she could give [REDACTED] the assistant. The assistant in charge turned out to be Mr. Robbins-- who again refused to provide any information regarding her 2013 Honda Fit. But again, Mr. Robbins offered to sell her a safe new Honda. [REDACTED] became tearfully upset crying about her safety and the safety of her loved ones. Mr Robbins called her rude and hung up on her. Later that day, he sent an email about buying a new Honda. We have placed his email address in Spam.

Soon after Mr. Robbins' call, the recall notice from Honda Corporation arrived in the mail.

March 22, 2016, the attached email from Ralph Morford of Hendrick Honda was sent to us. As you can see, it states that we chose not to have the recommended service on our 2013 Honda Fit completed. But that is not true. [REDACTED] had approved all the recommendations that were given to her by Mr. Nichols.. [REDACTED] has repeatedly replied to Ralph Morford's e-mail asking for a list of recommended services that needed to be done. Three of those replies are attached!



From: [REDACTED]
Date: March 22, 2016 at 6:07:00 AM EDT
To: ralph.morford@hendrickauto.com
Subject: Re: Additional Service Recommended

What service is recommended?

On Mar 22, 2016, at 4:34 AM, Hendrick Honda Daytona <hendrickhondadaytona@leadtrack.net> wrote:

Hendrick Honda Daytona
330 North Nova Road • Daytona Beach, FL 32114
(386) 252-2344 • www.hendrickhondadaytona.com

NEW

PRE-OWNED

FINANCE

SERVICE

SPECIALS

Reminder: Additional Service Recommended

[REDACTED]

When visiting our service department on , you chose not to have some recommended services performed on your 2013 Honda Fit. We feel it's our obligation to let you know all the facts on your vehicle with every visit to our service department. Our factory trained technicians and service advisors will always notify you of any and all items that they identify as needing attention. Some are big, some are small, but all are important. These types of recommendations are what keeps your vehicle in optimum driving condition and it could also help to maintain the performance, reliability, and overall resale value of your vehicle!

- Receive a 10% discount off parts and labor for the recommended service not performed!*

If you have any questions or need any additional information please contact our service department at (386) 252-2344.

**SCHEDULE SERVICE
ONLINE ANYTIME**



* Email must be presented when service order is written. Cannot be combined with any other special offers, coupons or in-store specials. Does not include sales tax, shop supplies or hazardous waste fees. Discount only applicable to recommended services not performed during last visit. 10% discount not to exceed \$100.00, excludes tires. See service advisor for completed details. Expires 45 days from receipt of email.

From: [REDACTED]
Date: March 27, 2016 at 5:33:03 AM EDT
To: ralph.morford@hendrickauto.com
Subject: Re: Additional Service Recommended

Please list in writing the services I need.
This is a second request.

On Mar 22, 2016, at 4:34 AM, Hendrick Honda Daytona <hendrickhondadaytona@leadtrack.net> wrote:

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330 North Nova Road • Daytona Beach, FL 32114
(386) 252-2344 • www.hendrickhondadaytona.com



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[REDACTED]

From: [REDACTED]
Date: March 30, 2016 at 6:43:07 AM EDT
To: ralph.morford@hendrickauto.com
Subject: Third request for list of services referenced in your email

What services did I fail to get???

On Mar 22, 2016, at 4:34 AM, Hendrick Honda Daytona <hendrickhondadaytona@leadtrack.net> wrote:

Hendrick Honda Daytona

330 North Nova Road • Daytona Beach, FL 32114
(386) 252-2344 • www.hendrickhondadaytona.com



Reminder: Additional Service Recommended

[REDACTED]

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[Click here](#)

[Click here](#)

Wednesday, March 30, 2016 [REDACTED]

Daytona Beach, FL

~~ADMINISTRATOR~~
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590

RE: Safety Recall Notice

20590



Honda
AIRBAG