

CL-10863890-4489

The enclosed letter was sent certified mail to Acura Client Relations on 3/19.

APR 21 2013

I received a letter from Acura stating the "If you believe that American Honda or the dealer failed to 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.

This letter is to formally submit a complaint. Per the letter, I was told that it could take up to **6 months** to fix the defect in my car. I was offered a rental car during that time, but the dealership specifically told me that they could not guarantee a rental car of equal or greater value, or equal or greater size than my Acura RDX. I have a [REDACTED] year old and a [REDACTED] month old; driving a compact or economy sized rental car for 6 months was **NOT** acceptable, nor was it an adequate remedy to the problem within the **mandatory 60 days**. Due to this situation, I was forced under duress to purchase a new vehicle, and furthermore was forced to role almost \$5K into the new lease from the previous lease. I also did not receive reimbursement for the extra miles that I paid for upfront in the RDX lease.

It was made clear in the letter enclosed that the Napelton Palm Beach Acura dealership is using the Takata recall as a sales tactic to sell more cars. They approach people who go into the dealership for simple service work, inform them of the recall, and then scare them into buying a new vehicle with fear of bodily harm and/or death. I was simply waiting for an oil change when I was approached by a sales person with a notepad and pen in hand.

Therefore, this formal complaint is twofold- Napelton Palm Beach Acura DID NOT offer an adequate remedy, without charge, within 60 days. Secondly, they then used the recall for their own financial gain by pressuring me into purchasing a new vehicle.

If you need any further information please feel free to contact me anytime.

Best Regards,

[REDACTED]

NM
5416
SMD



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: 5J8TB3H36EL [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 2007-2016 model year RDX 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 2007-2016 Acura RDX 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

0504-05-00-0034286-0002-0068839

Acura Client Relations
1919 Torrance Blvd
M/S 500-2N7E
Torrance, CA 90501-2746

Napleton Palm Beach Acura
6870 Okeechobee Blvd
West Palm Beach FL 33411

March 16th, 2016

[REDACTED]
Boynton Beach, FL [REDACTED]

Acura Client Relations,

Please take this letter as a request to refund the finance payments that were rolled into my lease and/or a reduction in my monthly payment. It is important to give some history to see why this request is being made. We are currently on our fourth consecutive Acura lease. We are loyal customers and have not at any point until a week ago considered switching to another brand of vehicle.

I came into the Napleton Palm Beach Acura location on February 29th, 2016 for a simple oil change. I was sitting in the waiting area, minding my own business while my car was supposedly being worked on when I was approached by a sales woman, notepad and pen in hand. She asked me if I was looking to get into a new car. I told her absolutely not, I was simply waiting for an oil change. She proceeded to ask what car I was driving, as if she didn't know already. I told her that I currently have a leased Acura RDX. I was then informed that there is a recall on the Takata airbags in my 2014 Acura RDX and that if deployed, metal fragments like shrapnel can shoot and potentially kill the driver or passengers in the vehicle. I am the mother of an infant and toddler and have two car seats in the back seat of my vehicle. I will not drive a vehicle that will put my life or my children's life in danger. Therefore, I asked the salesperson what options are available to put me and my family in a safe vehicle of equal value to my RDX immediately.

I was told that it could take up to six (6) months to fix the vehicle because the recall is so massive. I was then offered to provide a loaner car for 6 months, but was clearly told that you could not guarantee an SUV. This was unacceptable. I was also told that I would have to take whatever vehicle is available because there is a shortage of loaner cars due to this recall. With two kids and two car seats, a compact car or a sedan is not acceptable for my family and not an equal trade. It made no sense to pay \$500 a month for a lease and be forced to drive a car worth significantly less than that for six (6) of the thirty-six (36) months. It was a wholly unacceptable solution.

The other option was to trade in car for a new vehicle, because there was no other choice. They appraised my car at \$22,200. The amount owed on the lease about \$27,000. Therefore the vehicle was upside down, through no fault of my own, by just under 5K (I was twenty-two (22) months into a thirty-six (36) month lease with 14 payments remaining). Built into this payment was an extra 2000 miles a year (upgraded from 10,000 to 12,000 a year) which was paid in advance at .20 cents per mile (\$1,200 total).

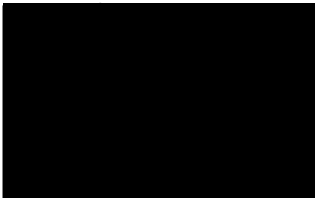
I was pressured into buying the vehicle immediately that day under incredible duress and deceptive practices. The sales tactic of using the fear of bodily harm and/or death to sell a new vehicle is unethical and deplorable.

Given the situation and my standing a loyal and repeat customer, the right thing to do should have been for the Napelton Palm Beach Acura dealership to have subtracted the amount that the car was upside down and put me into a new vehicle without having to put any money into it. This problem was not my fault. We had every intention of driving the RDX for the full thirty-six (36) months. We were sold a car with a defect, and you were not able to give me an adequate replacement; then you made me responsible financially by threatening the lives of my children.

Moreover, they did not reimburse the six-thousand (6000) miles that we paid for up front in the RDX lease. To make this right, we are asking again for a lump sum refund of the approximately \$5000 that was rolled into my lease or an equal reduction of my monthly payment. We are to be reimbursed in full for the 6000 miles that were prepaid.

In conclusion, we expect to hear from you with a resolution in one (1) week, at the latest. Otherwise, we will use any and all legal means available by law.

Regards,



Boytan Beach FL

BOYTON BEACH
FL 32915
13 APR 2016 PM



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

