

NEF-010
CL-10873076-7534

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

8-6-16

[REDACTED]
Tomball, TX [REDACTED]

Administrator
Honda Motor Co.
1919 Torrance Blvd.
PO Box 2215
Torrance, CA 90509-9878

AUG 18 2016

Dear Sir:

This is to notify you that I still own a 2007 Ridgeline, VIN 2HJYK1627 [REDACTED]

I have received 2 recall notices to repair faulty airbags. I have attempted to arrange repairs 3 times with JOHN EAGLE HONDA, only to be told that parts are not available. At one time I was told only 10 repairs are allowed per dealer per month. At another time I was offered a rental car until repairs were made, not an option with Houston's toll roads.

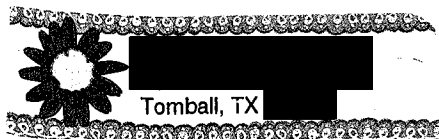
The NHTSA refused to hear my call because I had already filed a complaint, although no follow-up has been received. I would like it clearly understood that I have tried to have the problem fixed, without success. If repairs cannot be made promptly, it would be agreeable for Honda to replace my vehicle with a new, comparable model at no expense to me.

Sincerely,
[REDACTED]

Cc: General Manager
John Eagle Honda
18787 Northwest Freeway
Houston, TX 77065

cc: Administrator
NHTSA
1200 New Jersey Ave., SE
Washington, DC 20590

RF
8/29/16
SMD



NORTH HOUSTON TX 773

05 AUG 2016 PM 11



ADMINISTRATOR
NIH TSA
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

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