

01-108 75106-7338

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

MONTGOMERY, AL

MAY 28, 2016

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

JUN -9 2016

In. Re.: 2014 ACURA RDX

Dear Administrator:

This correspondence and complaint is concerning the above referenced automobile that I own and was purchased from McConnell ACURA in Montgomery, AL.

For the past two months, I have written, emailed and personally spoken to everyone associated with ACURA Automobile Division requesting repair of my vehicle due to defective airbags. These contacts have not produced a favorable response nor have I been given an estimated time frame as to when repairs would be completed. This journey began on March 28, 2016 when my dealer told me to stop driving my vehicle.

Please understand that I have been making monthly payments on an auto that I cannot drive and when I asked to sell the auto back to the dealership, I was told by Amy Shultz: "they won't give you anything for it" which also causes me concern, since these were employees at the dealership where the vehicle was purchased. Why must I be required to continue paying for a vehicle I cannot drive and is "worth nothing" when I did absolutely nothing to cause the problem? The dealership said that I could only trade my vehicle in on a new auto sold by that dealer.

I am, therefore, submitting this complaint based on not having my auto repaired in a timely manor and I respectfully request any assistance you are able to provide in this regard. If necessary, I may be reached at:

[Redacted]

Sincerely,

[Redacted Signature]

CC: File

NM
6/3/16
SMD

MONTGOMERY, AL

MONTGOMERY
AL 360
31 MAY '16
PM 2 L



\$0.470
US POSTAGE
FIRST-CLASS
FROM 36117
MAY 31 2016
stamps.com



062S0000423525



ADMINISTRATOR
NAT'L HGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE., SE
WASHINGTON DC 20590-0001