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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington DC 20590

To Whom It May Concern:

JUL 20 2016

I went to AutoNation Car Dealership in Westminster, CO, on June 28, 2016 to discuss my options regarding my 2012 Honda Fit which was coming to the end of its lease period in two months. I had had a call the day before from Honda's corporate office inquiring about whether I would be purchasing my Honda Fit or not. I had already scheduled the vehicle inspection for my car which was to take place that Thursday, June 30, 2016. My car was not scheduled to be turned in until mid August, but I thought I would start checking out my options. I had concerns about buying the Honda Fit I was leasing. I had received notification of a recall due to a serious "airbag" problem which if deployed could cause serious injuries or even death to the person driving the car. I was given to understand that there was no fix for the problem yet. I have always loved my Honda Fit and had no real problem with possibly purchasing it if the payments were within my budget. But with this "airbag" problem I was reluctant to purchase a car under a recall. I arrived at the AutoNation dealership around noon. I asked for someone I could talk to about my lease options. I met, at first, with a salesman named Steve Wise. I told him my situation and we discussed my purchasing my Honda Fit. I told him I might consider this if the "airbag" issue (which I, and many others, consider a potential "death trap" if you get in an accident) could be repaired prior to my purchasing it and if the payments were within my budget. I told him that it made me nervous to keep driving it and that that was why I was coming in early. He laughed at my use of the term "death trap" and said he wouldn't exactly call it that. He told me that they expected to have the fix for the "airbag" problem by mid-summer. Steve took my car keys to go out to my car and make an inspection of the vehicle in order to determine a monthly payment. He got the figures for what my payments would be ($218) and they were reasonable. I should mention that I am a senior, on Social Security with a fixed income. We then also discussed the benefits of my getting into a new lease with a new car in case the fix for the "airbag" problem didn't come in before I had to return my car. I told Steve that I could not go above the monthly payment that I currently pay and that I could not make any down payment. I also told him that I would like to stay with the red color as I am turning [redacted] years old this year and it makes it easier to find in a parking lot. In retrospect, I think I shouldn't have mentioned my age as it probably made me seem more vulnerable. Steve asked for my car keys again because he said he had to check the mileage. I couldn't imagine why he wouldn't have done that the first time as part of the inspection. He went to get the figures. He came back with figures higher than what I could manage. I told him nicely that I wouldn't go outside my budget to get into a new lease. I also told him that I had two months to go on the current lease and didn't intend to make a decision that day. Steve then handwrote a little agreement he wanted me to sign saying that if he could get me into a new lease for the price I want I would commit to buying it from him that day. I told him I would not sign any little "hand written" papers he came up with. I told him I only sign official documents at the time of sale. He then told me I didn't have to sign it just "say" that I would do it. Again, I said I have plenty of time before my lease is up and in no hurry to commit to anything. He left again to see if there was anything else they could do. Eventually, Steve asked me to come over to the front of the dealership and meet with his District Manager, Anthony Warren, to see what he could do. I explained my situation to

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Anthony; I was surprised when he told me that they didn't expect repairs for the "airbag" problem until mid to late August. I am guessing now that this was to get me to get into a new lease. I kept telling them that I was fine with the fact that they couldn't meet my budget and that although I loved Honda and my Fit, I was willing to look at other makes and models if necessary, to keep within my budget. They kept bringing me new amounts for a "downs" even though I told them I had no money for one. All this time, I kept asking for my keys back. Steve told me that Anthony had them. Anthony told me he didn't have them. Steve said they must be in the office. All the while of course... I couldn't leave. Keys should be given back to a customer immediately after returning from checking their car. I did not appreciate being given a runaround. There would be no reason for Steve to give my keys to his District Manager upon returning from my car. There would be no reason for taking them into the office. I was finally allowed to leave after telling both Steve and Anthony that I was unequivocally not changing my mind about staying within my budget and would not provide any down payment. I was exhausted and shaken when I left. I called Honda's corporate office to complain about this treatment and to get more accurate information about the recall repair dates. I spoke to a wonderful representative named Toia. She was very sympathetic and helpful and kind. I was astounded to find out that Steve and Anthony should have made a loaner car available to me so that I never had to drive my Fit that is under recall again until it is safe. They never mentioned this to me. Toia, realizing that I was reluctant to return to AutoNation after my experience, gave me information on another dealer in Boulder who could set me up with a loaner. Unfortunately, they have no space to take in my car and due to the holiday weekend, there were no loaner cars available to me to be picked up closer to my home.

- I love Honda products. Why do their people treat customers with such disrespect?

- Why be so patronizing and demeaning to a senior who is only trying to stay within her means. I have been a great customer for Honda. In four years, I have never even been late on my payments. This alone should deserve some respect.

- What is with these little "hand written" agreements they try to get you to sign? This is the second time I have been faced with this. I question the legality of this. Is this just another "pressure" tactic?

- Why wasn't I made aware that there is a policy to offer people a loaner car if they are driving the recalled Fit. I told Steve how nervous it made me to drive my car knowing this problem exists. He even used this information to try and get me to get into a new lease. "Well you said you considered your Fit a death trap... we are just trying to get you into another car" Really? But not by following policy and making me aware that I was entitled to a loaner right?

- Why did they keep my car keys for so long. You know we as citizens are told not to let anyone keep our credit cards or keys, etc. for too long. Unfortunately, there are criminals even in the retail workplace who make impressions or take down information for criminal purposes. However, even keeping my keys to keep me from leaving... feels criminal to me. They should have returned my keys immediately. I should not have had to ask repeatedly and been exposed to this game of "Keep away" I am a senior, but I am not stupid, I could see what was happening.

- If I tell you what I can afford, why don't they believe me. I am a senior. I have limited resources. I can't pull a down payment out of thin air. I even told Steve that my A/C had been out for four days and that I was waiting for a repairman and that I didn't know what

I might be looking at for that repair. He responded "So you have other money issues" and I said yes. But guess what? The pressure kept getting piled on. I even pointed out that I had always had a four year lease and they were only offering a three year lease. I asked if a four year were available. Steve said yes, but it would only make the monthly payment higher. WHAT? I may be a senior but I can still do the math. They wouldn't even consider looking at a four year lease.

This is my second dealing with AutoNation Honda. Both times it has been a nightmare. I come home drained and shaking.

Thank you

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