

NEF-010

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TO: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

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

FROM:

[Redacted]
Longview, TX [Redacted]

DATE: October 20, 2016

OCT 25 2016

CC: Acura Automobile Division
American Honda Motor Co., Inc.
1919 Torrance Blvd.
P. O. Box 2215
Torrance, CA 90509-9870

Mr. Joel Robinson
Orr Acura of Shreveport
8730 Business Park Drive
Shreveport, LA 71106

Re: Safety Recall Notices 16V-344 and 16V-061
VIN: JH4KB16668C [Redacted]
2008 Acura RL

As instructed in a letter from Acura Automobile Division, received and dated July 2016, I contacted my local Acura dealership, Orr Acura of Shreveport, regarding the above-mentioned safety recalls. The letter states that if we feel the dealer has failed or is unable to remedy the defect on our vehicle within a reasonable period (60 days from the date you first contact the dealer for an appointment), we may submit a complaint to your office. That is the reason I am writing this letter now.

I kept a record, initially for my own information, of the 4 times we have contacted Orr Acura of Shreveport thus far:

July 12, 2016 - 1st call to Orr Acura Service Department

I spoke on the phone with Trey in the Service Dept. He told me that all parts for the Acura RL (the car we own) are on backorder. He took my name and phone number to call when the parts became available, but said to expect another letter from Acura Automobile Division indicating the parts are now available. He said if I didn't hear from him to call back when I received the second letter.

September 9, 2016 - 2nd call to Orr Acura Service Department - 8 weeks after 1st phone call (60 days total)

After not receiving a second letter, I once again called Orr Acura of Shreveport and spoke on the phone again with Trey in the Service Dept. According to Trey, the safety recall includes both passenger and driver's side airbags. I told him I am available any day at any time for an

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appointment. He said he would check on the availability and call me back that same day. He did not call me back.

September 13, 2016 - 3rd call to Orr Acura Service Department - 4 days after 2nd phone call (64 days total)

After not hearing back from Trey at Orr Acura of Shreveport, I called back. I spoke on the phone again with Trey in the Service Department because he is the one who has always answered the phone. He did not even remember that I had called 4 days before. He said the parts are now available for the safety recall and Orr Acura has placed an order for them. He said when the parts arrive at their dealership, he and his manager will sit down and decide who will receive them. I asked him how I can get on that list of recipients since he had not even taken my complete contact information or vehicle information. I told him once again that I am available any time to schedule an appointment. At my insistence, he took my complete contact information, including the VIN of my Acura RL, which he had never asked for. He said he would contact me when the parts arrived.

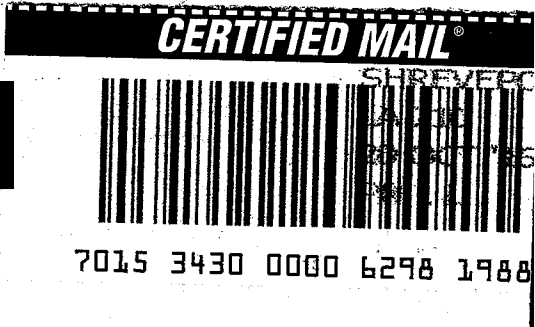
October 19, 2016 - 4th call to Orr Acura Service Department - 5 weeks after 3rd phone call (100 days total)

After not hearing from Orr Acura Service Dept., my husband, [REDACTED] called and spoke on the phone with Trey in the Service Dept. My husband reminded Trey that he had spoken with me on several previous occasions. He acknowledged the safety recall and seemed to have documentation that I had called before. However, as if none of the above-mentioned conversations had transpired over the previous 3 months, he told my husband "I will walk right over to the Parts Dept. and order the parts for your car. As soon as they are in, I will call you".

I am writing this letter for several obvious reasons, but most of all because this car is driven about 70 miles every day on mostly two-lane roads for a commute to work. We hoped this car would be safe in the event of an accident and we are very concerned with the potential result of the air bags not working properly. Having contacted Orr Acura on so many occasions with so little progress on their part, we are growing more concerned about finding a timely fix to this serious situation.

Orr Acura of Shreveport is the closest Acura dealership to our house by more than an hour, which is why we contacted them. I am asking for any assistance or advice you have on finding an acceptable solution for this problem. I also hope to formally document my experiences with the Orr Acura Service Department in the hopes that they may improve their service and response to future safety recalls. Thank you in advance and I hope to hear from you soon. You can contact me at the address above or by email at [REDACTED]

[Redacted]
Longview, TX [Redacted]



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