

November 6, 2016

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

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

DEC -9 2016

RE: Complaint about Autonation Honda Chandler, AZ

To Whom It May Concern:

I am filing this complaint about the poor service at Autonation Honda at 1150 S Gilbert Rd,
Chandler, AZ 85286.

I am the owner of a 2012 honda insight. I began going to Autonation Honda in March 2015. I
had been happy with professionalism and service at this location until recently.

In March 2016, I received notice regarding the airbag safety recall. I called Autonation Honda
about the notice. They told me that they would have the replacement parts in the summer
months and they would contact me directly to make an appointment to replace them.

On August 31, 2016, I went in to Autonation Honda to replace the air cleaner. At that time the
service representative assigned to my case, Jessica, told me that the replacement air bag was in
stock. When I asked her how much longer it would take to replace the airbag, she said it would
be an additional 4 hours. I had already been there since 10AM and she was telling this at
1:30pm. I explained to Jessica that I did not want to spend the entire day there and that this
was our only car. She offered to rent me a replacement car, however I felt that I should not
have to pay for a replacement car due to the slow service in replacing a car filter. I explained
that it would have to be next week, on my next day off which would be Wednesday. Jessica said
to me that all I would to do is call Autonation Honda, 24 hours before coming in to make sure
they had the replacement bags for my insight. I explained again that it would be the following
Wednesday. Jessica said to call on the Tuesday before. She passed the car through the
complimentary car wash, and I was on my way.

I called autonation Honda again, but this time to find out if they had the replacement airbag for
my car. I was told by the operator that there were no service representatives available to find
out and that someone would have to call me back. I told the operator that I needed to know
the information now so that I could make an appointment at Honda for the next day. She said
that she would mark the call as "priority" and that someone would get back to me in between
5-7 days. I explained that I needed to know now because Wednesday is my only day off to go to
Honda.

As of today, November 6, 2016, I still have not heard from a manager or a service
representative from Autonation Honda.

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I find this lack of professionalism and lack of service deplorable. This is a safety issue, and this Honda dealership has failed miserably.

- They failed to notify me when the replacement parts arrived
- I only discovered that they were available when I was in the Honda dealership for a filter change
- They failed to return my calls when trying to find out if they had the parts in stock. Failed to return my call in order to make an appointment for the replacement.
- I drove my car from March (date of original notice) to August with a faulty airbag due to Honda's lack of communication and failure to follow-up on my calls.

If you have any questions regarding this incident, you can reach me at the address below.



Scottsdale, AZ



[REDACTED]
Scottsdale, AZ [REDACTED]

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