

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

[REDACTED]
Albuquerque, NM

August 31, 2021

505-433-5680

VIN 1HGGCP2F41C [REDACTED]

Jessica Hammontree, client Relations,
Honda
PO Box 746
Wheeling, IL 60090

National Highway Traffic Safety Administration
Airbag recall manager
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Jessica;

Summary

Recently I attempted to avail myself of your offer to fix my Honda but was unable to obtain the free loaner vehicle you promised in your recent letter. Would like a little assistance.

Details

In about November of 2019 I first attempted to get my 2007 Honda Accord's passenger airbag replaced at Garcia Honda, where I had purchased the car. I called, got an appointment, delivered the car at the appointed time to an attendant who checked my name off his list and took the car. I then entered the dealers maintenance area and sealed down with a number of other folks who were awaiting repairs. After about 2 1/2 hours I approached the check-out desk to see about progress, and soon learned that the car hadn't yet been touched. Apparently all regular customers know to go to a repair desk to do paperwork. As my car is serviced elsewhere, I was not aware of this. The manager apologized profusely but my available time had run out and the repair remains undone.

On July 27 I called the number in your flier, and Sarah helped me identify Garcia as the best place to take my car for the repair. However, Garcia was unable to schedule an appointment for this fix before September...while they could do an alignment essentially immediately. Adrianna at Garcia informed me that Garcia does not provide loaner cars during fixes of this nature under any circumstances, and she was unaware of any likelihood that that policy would change.

I called your number again and spoke to Sam, who basically said "Oh, well. Let's try another dealer" and quickly located another dealer in Rio Rancho, some 15 miles farther away. I asked if he knew if Perfection in Rio Rancho was honoring your promise of a loaner and he said he didn't know. I asked if he could check and was cut off.

At that point, I gave up.

I need a loaner because I am the caregiver for my wife and want to take her home rather than force her to sit and wait while this repair is being performed.

Thanks in advance for your assistance.

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