

August 10, 2024

[REDACTED]
[REDACTED]
Oklahoma City, OK [REDACTED]
[REDACTED]

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

RE: NHTSA Recall Number 23V-751 (engine crankshaft defect) - S/N 19UUB2F31JA [REDACTED]

Please find enclosed a recent letter sent to Bob Howard Acura regarding the above referenced recall notice.

It has been more than 120 days since I first contacted the dealer and, based on my experience, they have no intention of providing the repair called for in the recall notice. Therefore, I would like to make a complaint of the willful violation of the National Traffic and Motor Vehicle Safety Act.

Please advise of my next step(s).

[REDACTED]

1/23/2024

1/23/2024

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1/23/2024

1/23/2024

Handwritten initials

August 7, 2024

[REDACTED]
[REDACTED]
Oklahoma City, OK [REDACTED]

General Manager
Bob Howard Acura
POB 5138
Edmond, OK 73013

RE: NHTSA Recall Number 23V-751 (engine crankshaft defect) - S/N 19UUB2F31JA [REDACTED]

I don't like "To Whom It May Concern" letters, but that was the only choice I was given. This letter is to advise you of the abysmal service I have received by your service department. Below is the timeline of events which is the reason for this letter:

- January, '24 I received a notice from Acura Automobile Division advising of the referenced recall and that a follow-up notice would be provided when the repair parts became available.
- 4.02.24 Received notice from Acura Automobile Division that parts were now available and I should contact a dealer to schedule an appointment for a free repair.
- 4.10.24 I called the dealership regarding the recall notice and was told that "the parts are not available." When I advised that the notice from Acura said they were available I was told that "if you want your car fixed take it to Dallas." I called Acura's Customer Support advising of the response I was given and was told that the parts are available and to call back and ask for the service manager.
- 4.11.24 I called about 8:30 AM and asked for the service manager and was told that the service manager was in a meeting. After a lengthy hold someone answered and said everyone was in a meeting and I would get a callback. There was no callback.
- 6.14.24 At around 8:30 AM I once again called and asked for the service manager as instructed. As before, I was told the service manager was not available. I explained the runaround I was getting and was told someone would call me back.
- 6.14.24 At about 10:30, having not received the once again promised callback, I called again. When I was told someone would have to call me back I responded that is "someone will call be back" is the answer I've been given for 2 months, and I really don't appreciate the runaround.
- 6.14.24 Shortly thereafter, i received a call back from Sarah. She explained the process and that it would take several days to complete the repair. Since this is my only mode of transportation she said she would get me in as soon as a loaner was available which should be within the next couple of weeks. There no results from this conversation.
- 7.23.24 I called again and asked for the service manager, who once again, was not available (is there even a service manager?). I explained the debacle I was experiencing to Blake and clearly there was no intent to address the recall, and that I was now at the point of filing a complaint with the NHTSA. He apologized, even sounded sincere, and promised he would get me taken care of "next week." Next week is now last week.

8.07.24 I called at 8:30 AM and asked for the name of the General Manager. My intent was to have the courtesy of addressing you by name for this letter. The person answering the phone would not provide your name and put me on hold. After 6 minutes of waiting I hung up.

It is obviously clear that there is no intent of Bob Howard Acura conducting repair as called for in the recall notice, and the dealership certainly does not consider me a valued customer, although I've purchased 9 vehicles over the years from Bob Howard dealerships, including 3 Acuras. The recall notice states that if the dealer does not remedy the defect within 60 days of first contact a complaint to the NTHSB can be submitted. As of this date we are approaching 120 days from the date of first contact (4.10.24) and it appears my only option at this point is to submit a complaint.

Regards



OKC

OKLAHOMA CITY OK 730

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