

TO: Ocean Honda
8442 US Highway 19
Port Richey Florida
34668
ATTN: General Manager John Monteleone

From: [REDACTED]
[REDACTED]
Spring Hill, Florida
[REDACTED]

Dear Mr. Monteleone,

My name is [REDACTED] vin# [REDACTED] and I am here to inform you about the unpleasant experience I had at your dealership this morning. Approximately two and a half weeks ago, I received a recall notice from Honda notifying me that the part/parts are in for recall number 24V-064 for a seat sensor. I go on your website and fill out all the required information and scheduled an appointment for today 09/17/2025 at 10am. after the queue, I get greeted by a representative and he sits me down to fill out the paperwork. As he is checking me in, he made a call, after the call he told me the dealership does not have the part. Then he said even if they did "I'm not in the priority group to get it first BUT to call from time to time to see if the part is in". Then why asked me to come in today??? Professionally and efficiency would be to have your website updated or have someone call to inform of the unavailable parts or whatever and whoever is your priority , yes???? i have to set an alarm to get up early, drove over an hour plus , wasted my gas to get there ! This is truly annoying and frustrating ! These being said, I want to thank you for reading this letter and if you have any questions or concerns please feel free to call me at [REDACTED] if i am not available please leave me a message,

CC: National Highway Traffic Safety Administration
1200 New Jersey Ave
SE, West Building
Washington, DC 20590

CC: American Honda Motor Company
1919 Torrance BLVD.
Torrance, CA
90501

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NATioNal Highway Traffic Safety Admin.
1200 New Jersey Ave
SE, West Bldg
Washington, DC 20590

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Spring Hill, FL

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