

My horror story since buying Acura RDX on Sept. 8th 2007

Just another "inconvenience", M. Charette? "Where is my shopping list?"

Last September 8th, 2007, I bought from Northeast Acura located in Latham, New York, an Rdx Acura built in September 2007. This purchase was made only after having visited the website of RIV.Ca three times, and calling RIV, twice. Every time I received information from them it was that the above vehicle could be imported into Canada. THERE WERE NO RESTRICTIONS.

The vehicle I purchased was delivered to Northeast Acura in mid-october. Because of other obligations, I was not able to bring back the vehicle before early November. I took a day off from work and went to get it in November (9th) (this was also the day after your article appeared in the Gazette, so my red flag was up.)

But when I got there some other Canadian person was picking up his car and told me that the rules had changed, but he at that point had a letter of amnesty from RIV. which was signed by their Compliance manager xxxxx, xxxxxxxx, I of course, did not have one, so I could not bring in my car, so I lost a day's work and left home empty handed.

While I was at the concession I called Riv. and the person on the line told me that they were expecting a decision the following Monday, this was at the beginning of November!

Since then your web site was created, and we have been monitoring all the changes, as soon as the gov. announced that the rules for the immobilizer were up for change I called Riv. again, and at that point the woman on the other end gave me a file number and confirmed to me that the vehicle could be imported, but would be tagged inadmissible, but she confirmed that I could drive it home and put it in my garage.

Today December 10th, I called Riv., again and I got a woman on the line who told me that I could not import my Car, after last week the other woman told me I could. She said that according to her notes on the computer I was told that if the Car was manufactured before Sept 1st 2007, I could bring it in.

I do not believe that I could have told her that the car was manufactured before Sept. 1st 2007, when I paid for the car, had a contract for the car and was totally aware that it was manufactured after Sept 1st 2007.

Then to add insult to frustration she told me that she would go and speak to her supervisor to check, when the supervisor came on the line, she was totally rude and was screaming at me that my car can be seized if I try to bring it across the border tomorrow.

When I checked my notes and found the name of the person who gave me the file number and her name last week, I called back only to fall on another person, of course I asked to speak to the supervisor and was told that there were no supervisors!

So I gave him my file number again, and asked him to look at my file and now he told me that; "IF I GET LUCKY " I might be able to cross

the border! I was totally in shock! Are we in a Banana Republic or what?

I cannot believe that we can have so many different version of the same story comming from RIV. I believe these people do not care and will answer anything just to get us of their backs.

This message was sent using IMP, the Internet Messaging Program.

Editor's Note: This Lady called us late yesterday evening; she was at the end of her rope. We took down some details and called Transport Canada. The officials there were working late. Upon reviewing the details this chap, asked me to provide his direct phone number to our member and advised her to bring her car in and that if she had any problems to call him directly tomorrow. Lets stay tuned!!

Note: We pleaded with this Official, to make sure that the RIV personnel were all working on the same message. And they treat Canadians in a polite and courteous manner. This was a very unusual case though; we have always found the folks on the phone to be polite and professional! **Let us know how you are being treated, take names and numbers and let us know. Maybe we can start an RiV employee of the month, and vote on it on our Web, up to you folks, Serge and I are only enablers!**

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