

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543138
Date: Monday, October 28, 2013 9:05:56 AM
Attachments: [MRF.pdf](#)
[11_2.pdf](#)
[11_2_\(1\).pdf](#)
[11_\(3\).pdf](#)
[11_\(3\)_\(1\).pdf](#)
[04_\(27\).pdf](#)
[04_\(27\)_\(1\).pdf](#)
[C_update_9-4-13.pdf](#)
[M_response_9-12-13.pdf](#)
[M_response_9-12-13_\(1\).pdf](#)

EQ-10543138-1418

From: EVOQ (NHTSA)
Sent: Friday, October 25, 2013 7:56 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10543138

From: [REDACTED]
Sent: Thursday, October 24, 2013 5:00 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10543138

Hi,

I looked over the complaint form.

ATTACHED: Motor Vehicle Board Correspondence with Acura Client Relations.

Who I spoke with.

Jackie Grassinger

Mediator/Analyst

New Motor Vehicle Board

1507 21st Street, Suite 330

Sacramento, CA 95811

email - jgrassinger@nmvb.ca.gov

Phone 916-323-7205

Fax - 916-323-1631

The first dealer to look at the car would not take the time to duplicate the problem with any technical tools etc.

I would not sign any paper work. Just because another Acura does the same thing in 5 miles does not determine inconsistent, inaccuracy at many miles of driving.

I pointed out the problem in test drive. **I was lied to in my own car as not SEEING THE TRIP AND ODOMETER ADD MILES..**

Other dealers I tried to make an appointment with would not look at the car with any technical tools etc. I was treated horrible.

There was never an offer to properly diagnose this car by the local service departments or Acura manufacturer.

I called many speedometer shops, even independent acura repair shops. Everyone said the tool is too expensive. My turbo RDX 2008 needs special Acura equipment. They can not properly diagnose this problem of odometer/trip adding miles, speedometer inaccuracy, navigation adding miles. I was told by everyone I spoke with Acura manufacturing dealer has to diagnose and fix this car.

I have records of phone calls, conversations, emails to Acura customer relations, Motor Vehicle Board in California could not get Acura Manufacturer to do anything. Head of Acura Client relations said there is nothing wrong with my car.

The car has never been diagnosed or offered to be diagnosed by anyone local at Acura or Acura manufacturing.

I called many far distant Acura service departments told the same thing. Acura needs to fix the car.

I asked for an Acura Manufacturer service representative to meet me at Honda Reeves Acura Mission Viejo Ca. This was refused. Over the phone I was told they would not look at my car.

I was told my car other people had the odometer adding miles problem. It is common in this model of Acura and especially the year of production.

There was a legal case in 2007 in the year of my car production. The settlement was reached the month my car came out of production Dec 2007.

My car would have never been listed in the settlement.

The seat belt I am told unless completely broken even under warranty nothing will be replaced. There is a warranty.

I quit calling and stopping by dealer service departments.

I was told I was trespassing at the Cerritos service department. I was told there was never a lawsuit. **My story is very true, real and disgusting.**

The experience has been horrid. I am now afraid to have anyone at Acura touch this car for any reason. I don't trust anything they say or do.

I was told Honda can do what I need done on this car by Acura client relations. Honda says not if we aren't an Acura center.

I was told the campaign was nothing. Honda can handle it. Honda can not see campaigns on Acura unless a Honda/Acura center. The head of client relations said what campaign? I was treated very rude. I have names of everyone I spoke with logged during this ordeal.

The codes are a bit different for certain things especially the turbo car.

Please, I just don't have time to send all of the paperwork now.

I was even recommended to go to some of these dealers for help. I tried to get to the vice president Jeff Conrad of Acura. The receptionist on the phone said I was rude and no. All I asked was May I please talk with Jeff Conrad, Will he be in today?

So, in short any time I have a problem with this car no one can accurately fix, only Acura has equipment for, my car does not get repaired.

New or used a manufacturer is responsible to fix a car, especially if the equipment is not at other repair facilities, acknowledge repair needs, warranty what needs repaired or a manufacturer should not be in the business of making, selling cars.

[REDACTED]
Newport beach, ca [REDACTED]

phone [REDACTED]
[REDACTED]

-----Original Message-----

From: EVOQ <EVOQ@dot.gov>

To: [REDACTED] >

Sent: Thu, Oct 24, 2013 6:13 am

Subject: FW: NHTSA: Follow up to ODI Complaint: 10543138

|
Please see the attached copy of your recent complaint and instructions. Please make any necessary
edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of
complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

|



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvp@nmvb.ca.gov Mediation E-mail: nmvpmediation@nmvb.ca.gov
Website: www.nmvp.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Bismarck Obando, President • Peter Hoffman, Vice President

Ramon Alvarez C. • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

September 11, 2013

American Honda Motor Company, Inc.
Attn: Frank Swartwout
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re Complaint Of:

[REDACTED]
Newport Beach, CA [REDACTED]
VIN # 5J8TB18548A [REDACTED]

Case # C-0033-2014

Dear Mr. Swartwout;

Thank you for your email dated September 6, 2013.

I have received the enclosed subsequent letter from [REDACTED], and ask that you review it and provide an additional response within 10 business days, from the date of this letter. You may fax, mail or e-mail your response. My e-mail address is nmvpmediation@nmvb.ca.gov. When corresponding via e-mail, please reference the above case number in the subject line.

I appreciate your voluntary participation in the mediation process.

Respectfully,

Jackie Grassinger
Mediator

Enclosure

From: [REDACTED]
Sent: Wednesday, September 11, 2013 1:03 PM
To: Grassinger, Jackie@NMVB
Subject: Re: #7 to C, Vitale C-0033-2014, 9-6-13

this is not true...

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 11, 2013 1:09 PM
To: Grassinger, Jackie@NMVB
Subject: Re: #7 to C, Vitale C-0033-2014, 9-6-13



This car has never been tested the proper way to find the odometer issue by any Acura. Let him know he is not aware of the odometer issue because he has never driven the car. Word of mouth is not how a car is tested for any kind of problem. Let him know there will be a sign soon on my car and it will read DON'T BUY AN ACURA! Also, look at this attached picture from 4 1/2 months of driving this vehicle (THERE ARE MANY, MANY, MANY COMPLAINTS ABOUT THE HORRIBLE TEARING OF MATERIAL IN NEWER MODELS ALSO. ACURA DEALERS SAY THERE IS NOTHING WRONG WITH THIS PART. One more problem coming in writing soon.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 11, 2013 1:15 PM
To: Grassinger, Jackie@NMVB
Subject: Re: #7 to C, Vitale C-0033-2014, 9-6-13

Regarding warranty or not the evidence is Acura is irresponsible in taking care of their manufactured cars.

There was absolutely nothing wrong with the center console lid I just sent the picture of. If there was my daughter would have not bought this car. In all of the cars ever in my possession never have I dealt with such a horrible company as Acura dealer or manufacturer. I will have to take my evidence to the judge then if this is the way I am to be treated.

The seat belt drivers side is lagging, still retracting but lagging and I am told the warranty of 100,000 miles doesn't cover this. I could be in a wreck and this seat belt will not hold me into place. The seat belt I am told has to be entirely not working at all to have it replaced. I will be filing an NHTSA COMPLAINT SOON.

Please take care of your customers right. Your attitude is disgusting.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 11, 2013 3:24 PM
To: Grassinger, Jackie@NMVB
Subject: PLEASE ADD TO THE RESPONSE FROM ACURA

Honda gave a certificate for maintenance needs because of the odometer issue. I keep this with me. Honda also gave a top of line warranty for settlement with written acknowledgement of the odometer discrepancy. I have this also. How could Acura say Honda tested the car and there is no problem. CAPITALIZE THE PREVIOUS FOUR SENTENCES PLEASE.

Honda is stating this car needs software update and or diagnosis from ACURA. ACURA HAS THE TOOLS HONDA DOES NOT HAVE UNLESS A HONDA ACURA DEALER. Honda can only do some of the repairs.

I do not know why you are choosing to use your own determination of what is or isn't wrong without being the driver.

I have also been asked to get to the vice president or a senior tech of Acura, but continually am refused through Acura client relations and Acura service departments.

My daughter [REDACTED] may be the on paper owner, but I pay the payments and drive the car.

I am tired of the intentional negligent infliction of emotional distress I am being put under daily because of the inability to act in a responsible manner from the service responsibility of a car only Acura can handle.

[REDACTED]



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvp@nmvb.ca.gov Mediation E-mail: nmvpmediation@nmvb.ca.gov
Website: www.nmvp.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Bismarck Obando, President • Peter Hoffman, Vice President

Ramon Alvarez C. • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

September 11, 2013

American Honda Motor Company, Inc.
Attn: Frank Swartwout
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re Complaint Of:

[REDACTED]
Newport Beach, CA [REDACTED]
VIN # 5J8TB18548A [REDACTED]

Case # C-0033-2014

Dear Mr. Swartwout;

Thank you for your email dated September 6, 2013.

I have received the enclosed subsequent letter from [REDACTED], and ask that you review it and provide an additional response within 10 business days, from the date of this letter. You may fax, mail or e-mail your response. My e-mail address is nmvpmediation@nmvb.ca.gov. When corresponding via e-mail, please reference the above case number in the subject line.

I appreciate your voluntary participation in the mediation process.

Respectfully,

Jackie Grassinger
Mediator

Enclosure

From: [REDACTED]
Sent: Wednesday, September 11, 2013 1:03 PM
To: Grassinger, Jackie@NMVB
Subject: Re: #7 to C, Vitale C-0033-2014, 9-6-13

this is not true...

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 11, 2013 1:09 PM
To: Grassinger, Jackie@NMVB
Subject: Re: #7 to C, Vitale C-0033-2014, 9-6-13



This car has never been tested the proper way to find the odometer issue by any Acura. Let him know he is not aware of the odometer issue because he has never driven the car. Word of mouth is not how a car is tested for any kind of problem. Let him know there will be a sign soon on my car and it will read DON'T BUY AN ACURA! Also, look at this attached picture from 4 1/2 months of driving this vehicle (THERE ARE MANY, MANY, MANY COMPLAINTS ABOUT THE HORRIBLE TEARING OF MATERIAL IN NEWER MODELS ALSO. ACURA DEALERS SAY THERE IS NOTHING WRONG WITH THIS PART. One more problem coming in writing soon.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 11, 2013 1:15 PM
To: Grassinger, Jackie@NMVB
Subject: Re: #7 to C, Vitale C-0033-2014, 9-6-13

Regarding warranty or not the evidence is Acura is irresponsible in taking care of their manufactured cars.

There was absolutely nothing wrong with the center console lid I just sent the picture of. If there was my daughter would have not bought this car. In all of the cars ever in my possession never have I dealt with such a horrible company as Acura dealer or manufacturer. I will have to take my evidence to the judge then if this is the way I am to be treated.

The seat belt drivers side is lagging, still retracting but lagging and I am told the warranty of 100,000 miles doesn't cover this. I could be in a wreck and this seat belt will not hold me into place. The seat belt I am told has to be entirely not working at all to have it replaced. I will be filing an NHTSA COMPLAINT SOON.

Please take care of your customers right. Your attitude is disgusting.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 11, 2013 3:24 PM
To: Grassinger, Jackie@NMVB
Subject: PLEASE ADD TO THE RESPONSE FROM ACURA

Honda gave a certificate for maintenance needs because of the odometer issue. I keep this with me. Honda also gave a top of line warranty for settlement with written acknowledgement of the odometer discrepancy. I have this also. How could Acura say Honda tested the car and there is no problem. CAPITALIZE THE PREVIOUS FOUR SENTENCES PLEASE.

Honda is stating this car needs software update and or diagnosis from ACURA. ACURA HAS THE TOOLS HONDA DOES NOT HAVE UNLESS A HONDA ACURA DEALER. Honda can only do some of the repairs.

I do not know why you are choosing to use your own determination of what is or isn't wrong without being the driver.

I have also been asked to get to the vice president or a senior tech of Acura, but continually am refused through Acura client relations and Acura service departments.

My daughter [REDACTED] may be the on paper owner, but I pay the payments and drive the car.

I am tired of the intentional negligent infliction of emotional distress I am being put under daily because of the inability to act in a responsible manner from the service responsibility of a car only Acura can handle.

[REDACTED]



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvb@nmvb.ca.gov Mediation E-mail: nmvbmediation@nmvb.ca.gov
Website: www.nmvb.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Bismarck Obando, President • Peter Hoffman, Vice President

Ramon Alvarez C. • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

September 5, 2013

American Honda Motor Company, Inc.
Acura Division
Attn: Frank Swartwout
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re Complaint Of:

[REDACTED]
Newport Beach, CA [REDACTED]
VIN #5J8TB18548A [REDACTED]

Case # C-0033-2014

Dear Mr. Swartwout;

I have received the enclosed subsequent letter from [REDACTED], and ask that you review it when providing your response. You may fax, mail or e-mail your response. My e-mail address is nmvbmediation@nmvb.ca.gov. When corresponding via e-mail, please reference the above case number in the subject line.

I appreciate your voluntary participation in the mediation process.

Respectfully,

Jackie Grassinger
Mediator

Enclosure

From: [REDACTED]
Sent: Wednesday, September 04, 2013 5:05 PM
To: Grassinger, Jackie@NMVB
Subject: link to the navi system update, other info

Jackie

Re:2008 Acura RDX Turbo [REDACTED] owner, [REDACTED] driver

Jackie has vin

Odometer, speedometer, trip, navigation mile inconsistency mile adding, distance addition, gasoline use per mileage addition, miles not driven.

Is this a possible fix? can only be purchased from acura?

http://www.navigation.com/is-bin/INTERSHOP.enfinity/WFS/Navteq-AcuraNorthAmerica-Site/en_US/-/USD/ViewStandardCatalog-Browse;pgid=bh9o63pDDPhSR0EagOsyD3Kd0000eFQEgxPn;sid=XBJ5XYvUrFp6Xdnz4PkzVYHeW4OlvxvFrEu8wFg?ShowAllProducts=YES&CatalogCategoryID=W7QKCghByZUAAAEchiN9YZDi

In the many, many dealer and service centers called 2 recommended a software update. As of this email not one Acura service dept. in the area has returned my call requesting a senior tech help find or let me know what is wrong with my system. Part replacement recommendations, diagnostic mentioned, average mileage is fine (NOT WHEN GAS CONSUMPTION IS ON MILES NOT DRIVEN), and many other yes we heard of the problem, no we never heard of the problem, acura is the only service center with the updates and other conversation ideas.

As my confusion continues in a seeming deliberate manufacturer cause I continue to research all avenues to find Acura is the only center to update this car. This car has an issue of mileage addition not true to miles driven. I get tired of paying for gasoline on miles I am not driving along with inconsistent navigation mileage, trip mileage.

In my research of 2008 rdx software updates I find the software is not listed after 2008. The operating system 4.61, 4.62 had a bug fix. Was this ever done on the rdx mentioned here? The data base, operating system and software updates are a bit different. Why would Acura not know the needs for this computer system technical package installed on this rdx?

In 2009 Changes in the map and POI databases from version 2.50 to 2.60. Was this an update for this rdx or only the mdx? This is 2013 going on 2014. Are there no updates since 2008 for this server system, database, operating system, software AND OR ANYTHING REGARDING THE TECHNOLOGY PACKAGE whether it be maps updates due to changes in construction, streets, etc or just GENERAL COMPUTER BUG FIXES, UPDATES COMMON NEEDS ON ALL COMPUTER SYSTEMS?

It appears this system is not programmed to update even with the 4.63 for the mdx causing reboot needs.

PLEASE HELP THIS RDX HAVE AS ACCURATE AS POSSIBLE ON EVERYTHING INSTALLED.

I drive an Acura advertising for Acura every day I am on the road of my travels. Acura could be accommodating my info needs and fixes. If a fix was never created could be time is due now. Seems though 5-6 years is a long time without bug fixes and updates. My home computer is updated regularly as the same with my phone, lap top..

I feel cheated by near every dealer spoken to making me not want to take my car to an Acura service center with fear they have no clue what this system is all about..

I could drive 400 miles to one dealer who had a clue as to my problem or 1000 miles to another with the right answer to my problem, but can't find one local service center here to just update or fix this system. Would Acura like to pay for my travel costs to and from?

[REDACTED]

Newport Beach, Ca [REDACTED]
phone [REDACTED]

I have taken mechanics, computer tech lessons, electric car learning. I don't know all, but I do know research. I feel Acura is treating me like some one without knowledge as a driver or owner they want to not have the knowledge of repair or understanding of the electronic mechanical system.

[REDACTED]



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvb@nmvb.ca.gov Mediation E-mail: nmvbmediation@nmvb.ca.gov
Website: www.nmvb.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Bismarck Obando, President • Peter Hoffman, Vice President

Ramon Alvarez C. • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

September 5, 2013

American Honda Motor Company, Inc.
Acura Division
Attn: Frank Swartwout
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re Complaint Of:

[REDACTED]
Newport Beach, CA [REDACTED]
VIN #5J8TB18548A [REDACTED]

Case # C-0033-2014

Dear Mr. Swartwout;

I have received the enclosed subsequent letter from [REDACTED] & [REDACTED], and ask that you review it when providing your response. You may fax, mail or e-mail your response. My e-mail address is nmvbmediation@nmvb.ca.gov. When corresponding via e-mail, please reference the above case number in the subject line.

I appreciate your voluntary participation in the mediation process.

Respectfully,

Jackie Grassinger
Mediator

Enclosure

From: [REDACTED]
Sent: Wednesday, September 04, 2013 5:05 PM
To: Grassinger, Jackie@NMVB
Subject: link to the navi system update, other info

Jackie

Re:2008 Acura RDX Turbo [REDACTED] owner, [REDACTED] driver

Jackie has vin

Odometer, speedometer, trip, navigation mile inconsistency mile adding, distance addition, gasoline use per mileage addition, miles not driven.

Is this a possible fix? can only be purchased from acura?

http://www.navigation.com/is-bin/INTERSHOP.enfinity/WFS/Navteq-AcuraNorthAmerica-Site/en_US/-/USD/ViewStandardCatalog-Browse;pgid=bh9o63pDDPhSR0EagOsyD3Kd0000eFQEgxPn;sid=XBJ5XYvUrFp6Xdnz4PkzVYHeW4OlvxvFrEu8wFg?ShowAllProducts=YES&CatalogCategoryID=W7QKCghByZUAAAEchiN9YZDi

In the many, many dealer and service centers called 2 recommended a software update. As of this email not one Acura service dept. in the area has returned my call requesting a senior tech help find or let me know what is wrong with my system. Part replacement recommendations, diagnostic mentioned, average mileage is fine (NOT WHEN GAS CONSUMPTION IS ON MILES NOT DRIVEN), and many other yes we heard of the problem, no we never heard of the problem, acura is the only service center with the updates and other conversation ideas.

As my confusion continues in a seeming deliberate manufacturer cause I continue to research all avenues to find Acura is the only center to update this car. This car has an issue of mileage addition not true to miles driven. I get tired of paying for gasoline on miles I am not driving along with inconsistent navigation mileage, trip mileage.

In my research of 2008 rdx software updates I find the software is not listed after 2008. The operating system 4.61, 4.62 had a bug fix. Was this ever done on the rdx mentioned here? The data base, operating system and software updates are a bit different. Why would Acura not know the needs for this computer system technical package installed on this rdx?

In 2009 Changes in the map and POI databases from version 2.50 to 2.60. Was this an update for this rdx or only the mdx? This is 2013 going on 2014. Are there no updates since 2008 for this server system, database, operating system, software AND OR ANYTHING REGARDING THE TECHNOLOGY PACKAGE whether it be maps updates due to changes in construction, streets, etc or just GENERAL COMPUTER BUG FIXES, UPDATES COMMON NEEDS ON ALL COMPUTER SYSTEMS?

It appears this system is not programmed to update even with the 4.63 for the mdx causing reboot needs.

PLEASE HELP THIS RDX HAVE AS ACCURATE AS POSSIBLE ON EVERYTHING INSTALLED.

I drive an Acura advertising for Acura every day I am on the road of my travels. Acura could be accommodating my info needs and fixes. If a fix was never created could be time is due now. Seems though 5-6 years is a long time without bug fixes and updates. My home computer is updated regularly as the same with my phone, lap top..

I feel cheated by near every dealer spoken to making me not want to take my car to an Acura service center with fear they have no clue what this system is all about..

I could drive 400 miles to one dealer who had a clue as to my problem or 1000 miles to another with the right answer to my problem, but can't find one local service center here to just update or fix this system. Would Acura like to pay for my travel costs to and from?

[REDACTED]

Newport Beach, Ca [REDACTED]
phone [REDACTED]

I have taken mechanics, computer tech lessons, electric car learning. I don't know all, but I do know research. I feel Acura is treating me like some one without knowledge as a driver or owner they want to not have the knowledge of repair or understanding of the electronic mechanical system.

[REDACTED]



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvb@nmvb.ca.gov Mediation E-mail: nmvbmediation@nmvb.ca.gov
Website: www.nmvb.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Bismarck Obando, President • Peter Hoffman, Vice President

Ramon Alvarez C. • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

August 13, 2013

American Honda Motor Company, Inc.
Attn: Frank Swartwout
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re Complaint Of:

[REDACTED]
Newport Beach, CA [REDACTED]
VIN #5J8TB18548A [REDACTED]

Case # C-0033-2014

Enclosed is a copy of a complaint filed with the New Motor Vehicle Board concerning a vehicle purchased from Honda World by the above mentioned party in April 2013.

Section 3050 of the California Vehicle Code requires that the New Motor Vehicle Board receive and mediate complaints from any member of the public involving vehicles purchased from or serviced by any new vehicle dealer or manufacturer licensed in California. Although participation in mediation on your part is voluntary, I encourage you to participate due to the fact that resolving disputes at this level can help preserve customer satisfaction and potentially avoid costly litigation.

I ask that you review the complaint and respond within 10 business days, from the date of this letter, with your version of the situation, including any action you have taken or are willing to take to remedy the alleged problem. You may fax, mail or e-mail your response. My e-mail address is nmvbmediation@nmvb.ca.gov. When corresponding via e-mail, please reference the above case number in the subject line. Please provide any available documentation to substantiate your response. Your response will be forwarded to the consumer.

Your cooperation is appreciated.

Sincerely,

Jackie Grassinger
Mediator

Enclosure



NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)415-1888, Fax:323-1631

nmvbmediation@nmvb.ca.gov

<http://www.nmvb.ca.gov>

Mediation Request Form

Case #:

Assigned to:

First Name: [REDACTED]	MI:	Last Name: [REDACTED]
Address: [REDACTED]		
City: newport beach	State: California	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
How you heard about us: Bureau of Automotive Repair		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Honda World	Name: cerritos acura	Name: acura
Address: 13600 beach blvd	Address: 18827 studebaker	Address: 1919 torrance blvd
City: westminster	City: cerritos	City: torrance
State: California Zip: 92683	State: California Zip: 90703	State: California Zip: 90501
Telephone: 877-818-0934	Telephone: 888-525-1407	Telephone: 800-388-2238
Vehicle(make): acura	Model: rdx turbo	Year: 2008

Date of Purchase/Lease: 4/21/2013	Vehicle License#: [REDACTED]	Current Mileage: 59778
This was a: Purchase	Mileage at Purchase/Lease: 56248	Vehicle I.D. NO.: 5J8TB18548A [REDACTED]
The vehicle was: Used	Type of Warranty on Vehicle:	
Have you given written notice of defects to manufacturer? Yes Has manufacturer (or designated agent) attempted repairs? No If yes, list repair dates:		
IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent. Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.		
Basis Of Complaint		
Other		
Details Of Complaint South Coast Acura (see below 2925 Harbor Blvd. Costa Mesa 92626 phone (877) 818-0934 Norm Reeves Acura Mission Viejo (would not look at the car 28802 Marguerite Pkwy Mission Viejo, Ca. 92692 888-556-2654 cerritos (would not look at the car, refused to acknowledge prior model cars over mileage settlement and asked me to leave the property. He also would not explain the campaign. Trip miles are also inaccurate spontaneous inconsistent. south coast acura said couldn't be duplicated with me in car and I would not allow them to diagnose. (I did not sign the paper work because this was untrue. The manufacturer known as ACR CLIENT RELATIONS has done nothing for me. I can't get through to anyone else. I tried once and was called rude when all I asked was may I talk with the vice president. I was refered to another dealer in Anaheim, but was told to wait. The service director is on vacation. I have not heard back. This has been about a week. Why can't I just drive the car in and have a diagnosis and computer software update if needed? The odometer on this car adds mileage spontaneous, is inconsistent mileage adding, speedometer appears inconsistent, then the navigation started showing mileage addition appearing. I [REDACTED]) am the driver of this car owned by my		

daughter. I have tried everything to get acura corporate and acura dealers local to find the problem. I am told there is no problem with this car. Never has a test been performed by acura. I have been lied to in my own car and lied that I don't want to diagnosis this car. I refused to sign south coast acura paper work stating such. I do have several emails and logging info. I've called several speedometer shops told the system is too advanced for their equipment. Take the car to acura. I have called specialty acura shops told take your car to acura. I've called several acura dealers around California some saying they have heard of the problem others never. Honda World service where the car was purchased says the tools to diagnose this car is with acura. The fault codes aren't the same. There has been mention of changing the odometer, other parts, but the dealer where purchased president Jim Kitzmiller says he isn't changing all parts and I said he shouldn't have to. That would be ridiculous to change all the parts without knowing the source of the problem. A diagnosis and fix is what is necessary by acura. I am just trying to get the fix for this car. I could get into a wreck if the speedometer isn't correct. A computer software update may all be needed. The mileage does not reflect true miles for resale or trade in and very confusing for business mile logging as well as general driving experience.



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvb@nmvb.ca.gov Mediation E-mail: nmvbmediation@nmvb.ca.gov
Website: www.nmvb.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Bismarck Obando, President • Peter Hoffman, Vice President

Ramon Alvarez C. • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

August 13, 2013

American Honda Motor Company, Inc.
Attn: Frank Swartwout
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re Complaint Of:

[REDACTED]
Newport Beach, CA [REDACTED]
VIN #5J8TB18548A [REDACTED]

Case # C-0033-2014

Enclosed is a copy of a complaint filed with the New Motor Vehicle Board concerning a vehicle purchased from Honda World by the above mentioned party in April 2013.

Section 3050 of the California Vehicle Code requires that the New Motor Vehicle Board receive and mediate complaints from any member of the public involving vehicles purchased from or serviced by any new vehicle dealer or manufacturer licensed in California. Although participation in mediation on your part is voluntary, I encourage you to participate due to the fact that resolving disputes at this level can help preserve customer satisfaction and potentially avoid costly litigation.

I ask that you review the complaint and respond within 10 business days, from the date of this letter, with your version of the situation, including any action you have taken or are willing to take to remedy the alleged problem. You may fax, mail or e-mail your response. My e-mail address is nmvbmediation@nmvb.ca.gov. When corresponding via e-mail, please reference the above case number in the subject line. Please provide any available documentation to substantiate your response. Your response will be forwarded to the consumer.

Your cooperation is appreciated.

Sincerely,

Jackie Grassinger
Mediator

Enclosure



NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)415-1888, Fax:323-1631

nmvbmediation@nmvb.ca.gov

<http://www.nmvb.ca.gov>

Mediation Request Form

Case #:

Assigned to:

First Name: [REDACTED]	MI:	Last Name: [REDACTED]
Address: [REDACTED]		
City: newport beach	State: California	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
How you heard about us: Bureau of Automotive Repair		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Honda World	Name: cerritos acura	Name: acura
Address: 13600 beach blvd	Address: 18827 studebaker	Address: 1919 torrance blvd
City: westminster	City: cerritos	City: torrance
State: California Zip: 92683	State: California Zip: 90703	State: California Zip: 90501
Telephone: 877-818-0934	Telephone: 888-525-1407	Telephone: 800-388-2238
Vehicle(make): acura	Model: rdx turbo	Year: 2008

Date of Purchase/Lease: 4/21/2013	Vehicle License#: [REDACTED]	Current Mileage: 59778
This was a: Purchase	Mileage at Purchase/Lease: 56248	Vehicle I.D. NO.: 5J8TB18548A [REDACTED]
The vehicle was: Used	Type of Warranty on Vehicle:	
Have you given written notice of defects to manufacturer? Yes Has manufacturer (or designated agent) attempted repairs? No If yes, list repair dates:		
IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent. Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.		
Basis Of Complaint		
Other		
Details Of Complaint South Coast Acura (see below 2925 Harbor Blvd. Costa Mesa 92626 phone (877) 818-0934 Norm Reeves Acura Mission Viejo (would not look at the car 28802 Marguerite Pkwy Mission Viejo, Ca. 92692 888-556-2654 cerritos (would not look at the car, refused to acknowledge prior model cars over mileage settlement and asked me to leave the property. He also would not explain the campaign. Trip miles are also inaccurate spontaneous inconsistent. south coast acura said couldn't be duplicated with me in car and I would not allow them to diagnose. (I did not sign the paper work because this was untrue. The manufacturer known as ACR CLIENT RELATIONS has done nothing for me. I can't get through to anyone else. I tried once and was called rude when all I asked was may I talk with the vice president. I was refered to another dealer in Anaheim, but was told to wait. The service director is on vacation. I have not heard back. This has been about a week. Why can't I just drive the car in and have a diagnosis and computer software update if needed? The odometer on this car adds mileage spontaneous, is inconsistent mileage adding, speedometer appears inconsistent, then the navigation started showing mileage addition appearing. I [REDACTED] am the driver of this car owned by my		

daughter. I have tried everything to get acura corporate and acura dealers local to find the problem. I am told there is no problem with this car. Never has a test been performed by acura. I have been lied to in my own car and lied that I don't want to diagnosis this car. I refused to sign south coast acura paper work stating such. I do have several emails and logging info. I've called several speedometer shops told the system is too advanced for their equipment. Take the car to acura. I have called specialty acura shops told take your car to acura. I've called several acura dealers around California some saying they have heard of the problem others never. Honda World service where the car was purchased says the tools to diagnose this car is with acura. The fault codes aren't the same. There has been mention of changing the odometer, other parts, but the dealer where purchased president Jim Kitzmiller says he isn't changing all parts and I said he shouldn't have to. That would be ridiculous to change all the parts without knowing the source of the problem. A diagnosis and fix is what is necessary by acura. I am just trying to get the fix for this car. I could get into a wreck if the speedometer isn't correct. A computer software update may all be needed. The mileage does not reflect true miles for resale or trade in and very confusing for business mile logging as well as general driving experience.

From: [REDACTED]
Sent: Wednesday, September 04, 2013 5:05 PM
To: Grassinger, Jackie@NMVB
Subject: link to the navi system update, other info

Jackie

Re:2008 Acura RDX Turbo ([REDACTED]) owner, ([REDACTED]) driver

Jackie has vin

Odometer, speedometer, trip, navigation mile inconsistency mile adding, distance addition, gasoline use per mileage addition, miles not driven.

Is this a possible fix? can only be purchased from acura?

http://www.navigation.com/is-bin/INTERSHOP.enfinity/WFS/Navteq-AcuraNorthAmerica-Site/en_US/-/USD/ViewStandardCatalog-Browse;pgid=bh9o63pDDPhSR0EagOsyD3Kd0000eFQEqxPn;sid=XBJ5XYvUrFp6Xdnz4PkzVYHeW4OlvxvFrEu8wFg?ShowAllProducts=YES&CatalogCategoryID=W7QKCghByZUAAAEchiN9YZDi

In the many, many dealer and service centers called 2 recommended a software update. As of this email not one Acura service dept. in the area has returned my call requesting a senior tech help find or let me know what is wrong with my system. Part replacement recommendations, diagnostic mentioned, average mileage is fine (NOT WHEN GAS CONSUMPTION IS ON MILES NOT DRIVEN), and many other yes we heard of the problem, no we never heard of the problem, acura is the only service center with the updates and other conversation ideas.

As my confusion continues in a seeming deliberate manufacturer cause I continue to research all avenues to find Acura is the only center to update this car. This car has an issue of mileage addition not true to miles driven. I get tired of paying for gasoline on miles I am not driving along with inconsistent navigation mileage, trip mileage.

In my research of 2008 rdx software updates I find the software is not listed after 2008. The operating system 4.61, 4.62 had a bug fix. Was this ever done on the rdx mentioned here? The data base, operating system and software updates are a bit different. Why would Acura not know the needs for this computer system technical package installed on this rdx?

In 2009 Changes in the map and POI databases from version 2.50 to 2.60. Was this an update for this rdx or only the mdx? This is 2013 going on 2014. Are there no updates since 2008 for this server system, database, operating system, software AND OR ANYTHING REGARDING THE TECHNOLOGY PACKAGE whether it be maps updates due to changes in construction, streets, etc or just GENERAL COMPUTER BUG FIXES, UPDATES COMMON NEEDS ON ALL COMPUTER SYSTEMS?

It appears this system is not programmed to update even with the 4.63 for the mdx causing reboot needs.

PLEASE HELP THIS RDX HAVE AS ACCURATE AS POSSIBLE ON EVERYTHING INSTALLED.

I drive an Acura advertising for Acura every day I am on the road of my travels. Acura could be accommodating my info needs and fixes. If a fix was never created could be time is due now. Seems though 5-6 years is a long time without bug fixes and updates. My home computer is updated regularly as the same with my phone, lap top..

I feel cheated by near every dealer spoken to making me not want to take my car to an Acura service center with fear they have no clue what this system is all about..

I could drive 400 miles to one dealer who had a clue as to my problem or 1000 miles to another with the right answer to my problem, but can't find one local service center here to just update or fix this system. Would Acura like to pay for my travel costs to and from?

[REDACTED]

Newport Beach, Ca [REDACTED]
phone [REDACTED]

I have taken mechanics, computer tech lessons, electric car learning. I don't know all, but I do know research. I feel Acura is treating me like some one without knowledge as a driver or owner they want to not have the knowledge of repair or understanding of the electronic mechanical system.

[REDACTED]

To: NMVBMediation@NMVB

Subject: [REDACTED] nd [REDACTED], C-0033-2014

Dear Ms. Jackie Grassinger, Mediator

As we have stated previously, two dealership have inspected [REDACTED] 2008 RDX and they have found nothing wrong with the operation of the odometer. If she feels that her RDX is not operating properly, we recommend that she take it to the repair facility of her choice for diagnosis and any needed repairs at her expense.

Please call me if you have any questions.

Sincerely,
Frank Swartwout
Regional Manager Acura Client Relations

To: NMVBMediation@NMVB

Subject: [REDACTED] and [REDACTED], C-0033-2014

Dear Ms. Jackie Grassinger, Mediator

As we have stated previously, two dealership have inspected [REDACTED] 2008 RDX and they have found nothing wrong with the operation of the odometer. If she feels that her RDX is not operating properly, we recommend that she take it to the repair facility of her choice for diagnosis and any needed repairs at her expense.

Please call me if you have any questions.

Sincerely,

Frank Swartwout

Regional Manager Acura Client Relations

State of California *Edmund G. Brown Jr.*,
Governor

Business, Transportation and Housing Agency *Brian P. Kelly*, Acting
Secretary



NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)415-1888, Fax:323-1631

nmvbmediation@nmvb.ca.gov

<http://www.nmvb.ca.gov>

Mediation Request Form

Case #:

Assigned to:

First Name: [REDACTED]	MI:	Last Name: [REDACTED]
Address: [REDACTED]		
City: newport beach	State: California	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
How you heard about us: Bureau of Automotive Repair		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Honda World	Name: cerritos acura	Name: acura
Address: 13600 beach blvd	Address: 18827 studebaker	Address: 1919 torrance blvd
City: westminster	City: cerritos	City: torrance
State: California Zip: 92683	State: California Zip: 90703	State: California Zip: 90501
Telephone: 877-818-0934	Telephone: 888-525-1407	Telephone: 800-388-2238
Vehicle(make): acura	Model: rdx turbo	Year: 2008

Date of Purchase/Lease: 4/21/2013	Vehicle License#: [REDACTED]	Current Mileage: 59778
This was a: Purchase	Mileage at Purchase/Lease: 56248	Vehicle I.D. NO.: 5J8TB18548A [REDACTED]
The vehicle was: Used	Type of Warranty on Vehicle:	
Have you given written notice of defects to manufacturer? Yes Has manufacturer (or designated agent) attempted repairs? No If yes, list repair dates:		
IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent. Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.		
Basis Of Complaint		
Other		
Details Of Complaint South Coast Acura (see below 2925 Harbor Blvd. Costa Mesa 92626 phone (877) 818-0934 Norm Reeves Acura Mission Viejo (would not look at the car 28802 Marguerite Pkwy Mission Viejo, Ca. 92692 888-556-2654 cerritos (would not look at the car, refused to acknowledge prior model cars over mileage settlement and asked me to leave the property. He also would not explain the campaign. Trip miles are also inaccurate spontaneous inconsistent. south coast acura said couldn't be duplicated with me in car and I would not allow them to diagnose. (I did not sign the paper work because this was untrue. The manufacturer known as ACR CLIENT RELATIONS has done nothing for me. I can't get through to anyone else. I tried once and was called rude when all I asked was may I talk with the vice president. I was refered to another dealer in Anaheim, but was told to wait. The service director is on vacation. I have not heard back. This has been about a week. Why can't I just drive the car in and have a diagnosis and computer software update if needed? The odometer on this car adds mileage spontaneous, is inconsistent mileage adding, speedometer appears inconsistent, then the navigation started showing mileage addition appearing. I [REDACTED]) am the driver of this car owned by my		

daughter. I have tried everything to get acura corporate and acura dealers local to find the problem. I am told there is no problem with this car. Never has a test been performed by acura. I have been lied to in my own car and lied that I don't want to diagnosis this car. I refused to sign south coast acura paper work stating such. I do have several emails and logging info. I've called several speedometer shops told the system is too advanced for their equipment. Take the car to acura. I have called specialty acura shops told take your car to acura. I've called several acura dealers around California some saying they have heard of the problem others never. Honda World service where the car was purchased says the tools to diagnose this car is with acura. The fault codes aren't the same. There has been mention of changing the odometer, other parts, but the dealer where purchased president Jim Kitzmiller says he isn't changing all parts and I said he shouldn't have to. That would be ridiculous to change all the parts without knowing the source of the problem. A diagnosis and fix is what is necessary by acura. I am just trying to get the fix for this car. I could get into a wreck if the speedometer isn't correct. A computer software update may all be needed. The mileage does not reflect true miles for resale or trade in and very confusing for business mile logging as well as general driving experience.