

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11290869
Date: Monday, March 30, 2020 2:30:23 PM

NHTSA Issue 11290869

Good morning.

This is a follow-up to the mail in update I submitted in February.

I have to change the email associated with this complaint, as I've learned it was found on the dark web.

My old email address was [REDACTED]. Please change it to [REDACTED].

Just in case you did not receive the survey I returned, here is the current update.

Acura of Laurel has replaced my first rotors and back brakes. Unfortunately, the squealing remains. I NOW understand why the original owner returned the vehicle!

Per a January conversation with the Acura of Laurel Service Manager, Acura is working on a fix as they believe the squealing is due to a surface glaze that was added on the 2019 models.

The Service Manager promised to put my name on a list he was maintaining and would notify me when updates from the manufacturer would occur. As of today (29 March 2020), I haven't heard from him or Acura. He concurred with my NHTSA complaint and mentioned he would inform other to do the same to force a recall.

At the beginning of this month, I introduced myself to a gentleman who also had a 2020 Acura RDX. He said he had purchased the vehicle two weeks earlier and did not experience the squealing issue, but had heard complaints from others.

I've added complaints to any website I find to encourage others to file a complaint with your organization. I've also sent messages to Acura on both Twitter, Instagram, and Facebook, but have heard nothing from Acura.

Regards,

[REDACTED]

[REDACTED]
Customer Service Representative



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