

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: ODI Complaint
Date: Tuesday, November 23, 2021 9:42:16 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, November 23, 2021 8:36 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Sending updated copy of complaint. Please see attachment

Thank you
[REDACTED]



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

14-SEP-2021

Repository ☐

Reference No.
11432894

OWNER INFORMATION (Type or Print)

Name

Address

City

Coconut Creek

State

FL

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5j8yd3h30l

MAKE
ACURA

Model
MDX

Model Year
2020

Date Purchased

Dealer's Name and Telephone Number

954-785-7100

Engine:
No. Cylinders

Fuel Type:

2/1/21

Phil Smith, 940 N Federal Highway

6

Regular

Original Owner
☒

Dealer's City Pompano Beach

STATE
FL

ZIP Code
33062

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
15-JUL-2021

☒ Cruise Control

yes

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE, 100000 POWER TRAIN, 060000 ENGINE (PWS)

Failure Mileage
3000.0

Failure Speed
30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

yes

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

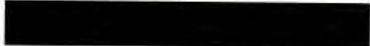
* See attachment

The contact owns a 2020 Acura MDX. The contact stated while driving 30-35 MPH, the accelerator pedal was depressed but the vehicle failed to respond and would not move. There were several unknown warning lights illuminated. The contact stated that after depressing the drive button several times, she was able to drive the vehicle. The vehicle was taken to the dealer who determined that the contact had inadvertently depressed an unknown button on the steering wheel causing the vehicle to shift to neutral. The vehicle was not repaired. The contact stated that the failure recurred while driving. The contact was able to restart the vehicle and drove to her destination. The contact stated the failure persisted. The contact stated that the vehicle inadvertently stalled while driving. Several unknown warning lights illuminated. The contact was unable to restart the vehicle or veer to the side of the road. The vehicle was towed to the dealer but was not diagnosed nor repaired. The contact referenced NHTSA Campaign Number: 21V215000 (Fuel System, Gasoline) as a possible solution to the failure. The manufacturer was not notified of the failure. The approximate failure mileage was 3,000.

(See attachment)

FW: Follow up to ODI Complaint -----11432894 -----

From: EVOQ (NHTSA) (evoq@dot.gov)

To: 

Date: Monday, November 15, 2021, 03:45 PM EST

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



October 10, 2021

Phil Smith Acura
Service Advisor
940 N. Federal Highway
Pompano Beach, FL 33062

Hello,

I purchased a 2020 Acura from Phil Smith in Pompano, Florida on February 1, 2021. The car only had 10 miles on it and I was happy with the car until the problems started about 6 months later. Since buying the vehicle, I had to return it to the dealership a total of three times for the same problem. The first time the vehicle stopped suddenly while driving, all panel lights came on and at that time I was able to re-engage to drive. We brought it in to the service department and the technician said it was caused by hitting the control button on steering wheel that allows you to shift from manual to standard. We had no reason not to believe the technician and took the car home.

The second time my vehicle stopped was on September 6, the car shut off while driving causing the engine to stop in the middle of traffic, and all panel lights came on. The issue, of course, extremely dangerous to the driver and people driving around me. The dealer had the vehicle for a total of eight days this time (see repair order). Think about how incredibly scary it was. In a luxury vehicle that's no more than six months old, every time you step on the gas pedal you have to live in fear that the SUV may not accelerate at all, or worse, it may stall out altogether in the middle of traffic. Because of the danger to the passengers in the car and the people driving around me, I put in a complaint with case numbers two times with the Highway Traffic Department.

The third time was September 18th. After returning the car to us and telling us that it was fixed, the exact thing happened in the middle of traffic (see repair order). I would like to note that my car was towed a total of four times. Each time the car was "pulled onto the tow truck flat bed while stuck in drive. That has to be detrimental to the transmission. This time I asked that they drive the car before giving it back to us. The car broke two more times while the service tech drove the car home. My vehicle has been out of service for repairs for a total of 28 calendar days. I am not willing to keep putting my life in danger. Miraculously, so far no accidents have happened. Also, what concerns me is that the dashboard had to be removed to work on the engine. All this negates the reason for buying a new car. The Dealership has had a reasonable number of attempts and my car has been brought in for service of a recurring problem three times. New cars simply do not act this

way. While I do understand that manufacturing errors do happen. This is not the type of product I want to own and am disappointed from a manufacturer of your size and reputation.

I also know that there is a recall of 2016-2020 Acura MDX and 2019-2020 Acura RDX that are having the exact same problem as ours, a dangerous deceleration problem. When I asked the service technician, he said that he ran my Vin # and it isn't part of the recalls, imagine my surprise. Since this a safety defect, two times should suffice. It needs to be address before someone dies. We don't feel safe in the car. The defect in the car has now substantially impaired the use of the vehicle, it's value and the vehicle is no longer safe to drive. Can anyone guarantee in writing that the car won't stop in the middle of traffic again while in drive?

Best regards,



cc: Darian Curtis
American Honda Motor Co. Inc.
Mediation Department