

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

[REDACTED]

From: EVOQ (NHTSA)
Sent: Tuesday, October 18, 2022 2:50 PM
To: [REDACTED]
Subject: FW: ODI- 11480445 Just print out the HEIC ATTACHMENTS
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, October 13, 2022 3:17 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>; [REDACTED]
Cc: NHTSA ODI CRD <NHTSA.ODI.CRD@dot.gov>; [REDACTED]
Subject: ODI- 11480445

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.

Subject: Re: Repair Diagnosis Information Request: 13225340 [ref: [REDACTED]
To: acs@ahm.honda.com

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.

[REDACTED] Uniontown, OH [REDACTED]
Honda Ridgeline
NHTSA ODI# 11480445

Please confirm you received two emails with multiple images of my Ridgeline showing extensive rust, the recalled strap rusted and hanging, along with the leaking fuel tank. We do not understand why there is so much miscommunication between Honda America and the dealer, as stated by the Honda America representative. We are asking that this issue be escalated immediately. I am not sure why photos were not sent from the dealership concerning how much damage the broken recalled part caused. This matter has been going on since August 21, 2022. We have been without a vehicle for over one month. The dealership did not offer us a car to use because we were told they only had a few and were out. We have received no compensation, no rental car, and no answers other than the conflicting information. We would like a prompt and complete response.

As we discussed on the phone, the dealership service manager stated he felt bad because they want to do what is best for the customers but that his "hands were tied" because he could only replace the recalled piece and the recall kit, which he didn't have and may have difficulty getting, didn't include the parts we needed. When we asked what the next steps were, the dealership stated that it was out of his hands and we would have to contact Honda America recall line ourselves. The dealership told us that the cost to repair the vehicle would be approximately \$5000.00, and we had to pay that ourselves. The dealership stated the recalled part broke, causing the fuel tank to drop and hit the drive shaft, which caused the fuel tank to get a hole in it and leak gasoline. This is exactly the worst-case scenario that is the reason for the recall, with the fuel tank detaching from his vehicle. We are blessed there was no fire since the Honda Ridgeline fuel tank was leaking while my husband was driving the vehicle.

Consumer Reports, June 22-, 2022
[REDACTED]

"Honda has issued a recall for 112,060 Ridgeline pickup trucks from the 2006 through 2014 model years that were sold or registered in specific states where salt is used on roads during winter. The rear frame of the vehicle might rust if it is exposed to salt, and the fuel tank could detach from the vehicle as a result. This could cause a fire."

"If the fuel tank is becoming detached from the vehicle, drivers may hear noises from the fuel tank and/or the bands that mount the fuel tank to the frame, according to documents Honda provided to the National Highway Traffic Safety Administration. Honda dealerships will inspect the rear frame of the recalled vehicles to see whether there is any corrosion. Depending on what they

find, they will either make repairs or—in some cases—offer to repurchase the vehicle from the owner.

In a statement, Honda said that it is not aware of any crashes or injuries related to this recall, nor have there been any instances of fuel leaks occurring. Honda says that it is aware of five customer complaints from the U.S. and "multiple" complaints from Canada regarding the rust issue but that no complaints have come from vehicles sold or registered outside of the region where salt is frequently used on roads in winter."

As we have already told multiple Honda America and dealership sources, THERE IS AN INSTANCE OF FUEL LINKS OCCURRING. You have proof in the pictures we have sent you. We are awaiting your prompt response.

Thank you,
[REDACTED]

...
On Fri, Oct 7, 2022 at 5:26 PM Honda Customer Service <acs@ahm.honda.com> wrote:

We appreciate you taking the time to contact us regarding your (state concern/request).

Our team would like to gather additional details to assist with your request.

For us to evaluate your request, we first need a diagnosis from a Honda authorized dealer. The service department at a certified dealership is in the best position to diagnose your vehicle and determine the best available corrective action. We encourage you to contact the service department of your preferred dealership for assistance with a diagnosis.

You can find your local Dealer here:
[REDACTED]

After the diagnosis is completed by an authorized dealership, please reply to this email with the following information:

- Involved dealership
- Details of your request:
- ?When was the first time (approximate date) you noticed the issue?
- How often does the issue happen within a time frame (e.g., once a month)?
- What is the name & title of the person(s) assisting you at the dealer?
- What is the reason/explanation provided by the dealer, as to what caused this issue?
- What repairs/services have been completed (if any)?
- What repairs/services have been suggested?
- What are the costs estimated for the repair (if any)?

Please attach any documents (e.g., repair orders) you received from the dealer when attempting to resolve this issue. We look forward to hearing back from you to assist with your request

Sincerely,
American Honda Motor Co., Inc.
Case #: [REDACTED]

Attention: If you are not the intended recipient, please delete the message and notify the sender. Thank you for your cooperation.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thank you,
[REDACTED]

ASRC Federal Holding Company



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