

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

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); brlewis@belcan.com
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11513788
Date: Tuesday, April 11, 2023 5:40:51 PM

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From: [REDACTED]
Sent: Sunday, April 9, 2023 12:02 AM
To: NHTSA media <NHTSAmedia@dot.gov>
Subject: Case #11513788

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.

Good Evening,

I received email confirmation on 3/25/23, that my email had been received and I have received a case number for my complaint. I wanted to reach out because I have had several conversation with Honda via Twitter since my initial email. I know they have also been in direct contact with the Dealership as well. I should note that in my initial email, I did not submit the correct date of purchase for the year, I purchased the car on 3/24/2023 not 2022. I had only had the car for 1 day when I submitted the email.

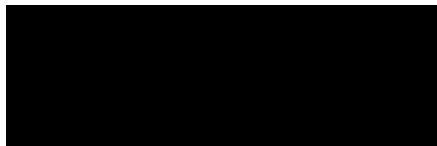
I did take my car to the service department on Monday 3/27/23, they gave me a loaner vehicle to try to figure out what the issues are with the car. They informed me that it could take 2-3 weeks before the part was received. I received a text from their service department on Thursday, 4/6/2023 that I needed to bring the loaner car back and pick up my car, as it was going to take much longer than previously expected to get the part in for the car. I expressed through text that the car was not safe to drive, my husband has also driven the car and has confirmed that something "is not right" with the steering. I was told that the car was safe to drive and they would let me know when I needed to bring it back for repair.

Upon my arrival at the dealership to pick up my car, I was told that Honda had agreed to replace the steering rack but the part would likely not be in until July 2023! I was told by the technician that no one was able to "duplicate" the issues I claimed to have. I asked if the car was driven more than just in and out of the bay, I was told that at least 3 people have driven the car and they could find no issues with the steering. Once I returned home, from a quite stressful trip, I noticed on the invoice that the "mileage in" was 35,796 and "mileage out" was also 35,796. Clearly the car was not driven except maybe from the bay to a parking spot! In addition to this the invoice states "Could not duplicate concerns to the customer extent, ordered an EPSR for customer satisfaction. Vehicle is operating as designed at this time, NO ETA ON THIS PART AT THIS TIME.

Since I traded in our extra vehicle when I purchased this car, I was going to have to rent a car to drive as this one is more or less a death trap, but seeing as how the part may or may not arrive until July 2023 that was not an option. My husband has agreed to drive the car thankfully but also says "something has to be done about this before July". I have a brand new car that I have driven for ONE DAY! A car that I will be making the first payment on in May and have yet to enjoy the luxuries of!

I do not know if this email will warrant any further investigation or initiate a quicker delivery date of the steering rack that is to be replaced but, I do hope something can be done in a much quicker manner. I

would love to be able to drive my car without fighting a steering wheel.



"If opportunity doesn't knock, build a door"

Milton Berle

Thank you,

Ann-Marie Ambrose

ASRC Federal Holding Company

AAmbrose@asrcfederal.com

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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