

**From:** [REDACTED]  
**To:** [acs@ahm.honda.com](mailto:acs@ahm.honda.com); [investigates@cbsnews.com](mailto:investigates@cbsnews.com); [takahiro@honda.com](mailto:takahiro@honda.com); [EVOQ \(NHTSA\)](mailto:EVOQ (NHTSA)); [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** ODI Cas [REDACTED] - Failed inspection [ ref: [REDACTED] f ]  
**Date:** Monday, February 12, 2024 7:38:17 PM

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**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.

On Feb 12, 2024, at 1:32 PM, Honda Customer Service <[acs@ahm.honda.com](mailto:acs@ahm.honda.com)> wrote:

Details of your request:

- ?When was the first time (approximate date) you noticed the issue?

We purchased it Nov. 29, 2023 from a private seller. (Ad below)



We took it to Bill Walsh Honda in Ottawa, IL for inspection and for the punch test required for recall 22V430

Dec. 3, 2023 we worked with Max at Bill Walsh Honda. He told us it passed the punch

test and that we needed to come back in a couple weeks later to have new brackets put on to hold the gas tank. We made the appointment for Dec. 15.

Dec. 15, 2023 we worked with Aaron at Bill Walsh Honda in Ottawa. He told us the punch test failed and that his manager was sending our pictures and report to the "Honda Zone" . He had a loaner vehicle for us but upon seeing my service dog attached to my wheelchair we were refused. (Dogs not allowed service or otherwise.)



Aron then gave us the paperwork and sent us on our way. We live approximately 30 miles from Bill Walsh in a village with no grocery stores or doctors. We drive for everything.



- How often does the issue happen within a time frame (e.g., once a month)?

Assuming the strange noise in the backend is part of the problem it happens each time we drive it.

- What is the name & title of the person(s) assisting you at the dealer?

Max- Bill Walsh Honda Tech  
Aaron – Bill Walsh Honda Tech  
Ethan- Honda Case Manager  
Aleah- Honda Representative  
Shelby-Honda Case Manger

Promise - Honda Representative  
Curtis - Bob Lindsay Honda Service Manager

- What is the reason/explanation provided by the dealer, as to what caused this issue?

Corrosion as per this recall:



- What repairs/services have been completed (if any)?

Many right before we purchased it. But we have only owned it for a couple months. The biggest problem seems to be a very strange noise in the backend.

- What repairs/services have been suggested?

Nothing.

- What are the costs estimated for the repair (if any?)

We are willing to take the Ridgeline to a private company for an estimate on the cost and actually have already spoke to a frame specialist whom is willing to look at it.

Additional documentation:

This is a recording of my screen for a text we sent to the owner of Bill Walsh, Bill Walsh Jr. I received no response.

<RPReplay\_ [REDACTED] >

The next videos are screen shots of emails sent to CEO of Honda (in Canada).

< [REDACTED] >

This is a video of the latest email we sent to CBS investigates requesting their assistance.

[REDACTED] >

The following is our NHTSA report. The representative that I spoke with today recommended that I place a call with the attorney general. I did and am waiting for return phone call.



The documentation posted below is from a response from Bill Walsh Honda regarding my review of their service department.

You will see my response that Honda Corporate was sending me to a different dealer; Unfortunately, Curtis at Bob Lindsey has changed from willing to not accepting an appointment to perform the recall.



Thank you,

[REDACTED]

Tonica, IL

[REDACTED]

cc: NHSTA, CEO Honda, CBS Investigates, [REDACTED]

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.



REVIEW THIS DEALERSHIP

*December 16, 2023*



***Brought in Honda Ridgeline for recall.*** Max told us vehicle passed punch test and is ordering the part to install to support the gas tank. Parts came in and we worked with Aaron who told **MORE**

***by Ridgelinecorrosion***

EMPLOYEES WORKED WITH

*Aron and Max in service department*

*Feb 09, 2024 -*

***Bill Walsh Honda responded***

This is being handled by America Honda

*Feb 09, 2024 -*

***Ridgelinecorrosion responded***

Thankfully Honda corporate is sending us to a different dealer to complete our recall work. Bill

MORE

HELPFUL 1

AA  dealerrater.com X



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