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

From: Ambrose, Ann-Marie L
To: EVOQ (NHTSA); Robertson, Faithia (NHTSA); Lewis, Brenton
Cc: NHTSA ODI CED; Strasser-King, Marion C
Subject: ODI-11564657
Date: Thursday, January 18, 2024 9:19:56 AM

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.

From: [redacted]
Sent: Monday, January 15, 2024 2:43 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Fwd: Thanks for Letting Us Know About Your Safety Problem

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 Afternoon,

I filed this complaint last week. The NHTSA open Investigation: EA23003 seems to describe the current issue that I am experiencing in my 2024 Honda CRV. I noticed however in the investigation that it lists 2022-2023MY Honda Civic, 2023MY Honda CR-V, 2023MY Acura Integra as cars that can potentially be affected. I also noticed that Honda released Service Bulletin 23-037 in July of 2023 that describes the condition and gives instructions on how to repair the issue. Are the 2024 Honda CRVs included in this complaint/investigation?

Thanks,

[redacted]

---------- Forwarded message ---------
From: <NHTSA-ODI-Consumer-Communication@service.govdelivery.com>
Date: Wed, Jan 10, 2024 at 3:32 PM
Subject: Thanks for Letting Us Know About Your Safety Problem
To: [redacted]>

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11564657**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at NHTSA.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
  TTY: 888-424-9153
  (Please have your ODI number referenced above available.)

- Email: https://www.nhtsa.gov/about-nhtsa/contact-us
  (Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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To find out more about NHTSA, visit NHTSA.gov, and follow us on Facebook and Twitter.

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