

INFORMATION REDACTED PURSUANT TO THE FREEDOM
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-11564665
Date: Monday, April 22, 2024 10:54:43 AM
Attachments: [REDACTED]

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: Thursday, April 18, 2024 5:58 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Case number # [REDACTED] Acura MDX (2016)

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.

I tried to add these videos to your site but it said that it would not accept a file with a .mov extension. However, your email to me said that you would accept videos.

I would like to discuss my recent letter with someone.

[REDACTED]

Thank you

Ann-Marie Ambrose
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asrcfederal.com | Purpose Driven. Enduring Commitment.

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To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11564665
Date: Monday, April 22, 2024 10:54:52 AM
Attachments: [REDACTED]

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, April 15, 2024 8:14 PM
To: nhtsa.webmaster@dot.gov
Cc: [REDACTED]
Subject: [EXTERNAL] - Follow up on #Case number # [REDACTED] made to: name: [REDACTED]

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.

Dear NHTSA:

I would ask that you formerly re-open the investigation as respects NHTSA Recall No: 23V-751. I would note that there have been multiple complaints sent to NHTSA since my November 2023 complaint that are substantially similar to my own.

In short, I believe that there is enough circumstantial evidence per the additional complaints to re-open this matter with the potential to expand the recall.

In further support of this request, I am attaching an email that I sent to Acura on February 10, 2024. This email was received but has yet to be answered. Note too that I had previously called Honda in January 2024 to ask for similar assistance, and so the email was not my first contact with the manufacturer.

This is extremely concerning as I try to work with Honda/Acura in good faith. And it seems like NHTSA is unable to explain --despite the complaints which continue to come in, why this investigation has been closed.

I can engage with my local Congress and/or Senate representatives if you believe that would assist in moving this issue in the right direction.

[REDACTED]
Alpharetta, GA
mobile [REDACTED]

Thank you

Ann-Marie Ambrose
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Case # [REDACTED]

From: Honda Customer Service (no-reply@ahm.honda.com)

To: [REDACTED]

Date: Saturday, February 10, 2024 at 04:27 PM EST

Please note, due to a recent influx of inquiries, our response time will be delayed. Please do not submit multiple inquiries as this can lead to further delays in case handling.

****This is an automated response.****

Dear [REDACTED]

Thank you for contacting American Honda. We have received your email and have created Case # [REDACTED] for your reference.

For quick answers to commonly asked questions, you can try Ask Dave, our 24/7 virtual agent at <http://askdave.honda.com>, or search our FAQ at <https://mygarage.honda.com/s/help-center-honda>.

Our hours of operation are Monday – Friday from 6:00AM – 5:00PM PST; we are closed on holidays.

Sincerely,
American Honda Motor Co., Inc.
1-800-999-1009
@HondaCustSvc

For your reference, we have provided your case information below.

Case # [REDACTED]
Topic: Recalls/Campaigns
First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Zip Code: [REDACTED]
Phone: [REDACTED]
VIN: 5FRYD3H48GB [REDACTED]
Vehicle Mileage: 130,323
Description: please read attached letter

[REDACTED]

<Please do not reply to this email>

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop: CHI-5
1919 Torrance Blvd.
Torrance, CA 90501 – 2746

RE: Complaint about 2016 Acura MDX and Recall

Dear Sir or Madam:

I am following up a phone call that I made to Honda's Customer Support & Campaign Center, regarding my 2016 Acura MDX. The VIN is: 5FRYd3h48gb[REDACTED]. I am the first and only owner, and purchased the car at Jackson Acura at 10900 Alpharetta Hwy, Roswell, GA.

This was my first Acura. I have previously had two Honda vehicles as well—three if you include the one that I purchased for my wife when we were dating.

I previously explained to your representative during my call on the morning of January 10, 2024, that when I was driving on a local road, my engine suddenly began making noises—like metal on metal within the engine block. I was able to make it home safely, but by the time I got home, all of the engine problem lights were flashing and the sound was much louder.

I understand that there is a current recall that includes some 2016 Acura MDX vehicles and so I called the Acura service department at Jackson Acura in January, 2024. The service department manager was rude and abrupt. After I explained my problem, she said “you have only brought your vehicle to our service department a few times and we have not seen you since 2020”. I explained that I have been keeping the car up with regular service interval oil changes and other servicing and she was rude again saying “we will need all of your records..and your vin is not part of the recall..so we charge you to run a diagnostic test”.

I explained all of this when I called the Honda Customer Support & Campaign Center on January 10. I asked whether Honda would reimburse me for my towing and diagnostic testing. I was told, “I am sorry, but we can not do that”. I then asked whether I could bring the vehicle to a Honda service department (instead of Jackson Acura) and was told “no”.

I have not driven the vehicle at all and it continues to sit on my driveway. I have not brought the vehicle to Jackson Acura since I anticipate poor customer service—similar to when I called.

I would like reconsideration of assisting me with a tow and reimbursement for any diagnostic testing. I have extensive records for my oil changes. My preference continues to be to have the car evaluated at either a Honda dealer or at a different Acura dealer (not Jackson).

Please advise me with my options. Also, I understand that there have been additional complaints post the initial recall (NHTSA Campaign Number: 23V751000) and I am thinking that the recall

might be widened. So, depending upon what you tell me, I might wait a bit longer to see if my VIN becomes included at some point.

Please contact me and advise if you are willing to work with me on this issue. It's a shame that I have had such good luck with Hondas and even my Acura up to now, and I do believe that this problem is related to the very issue noted in the recall.

One thing that I need to correct is my current mileage. When I spoke with your representative on January 10, 2024, I estimated that the vehicle had 120,000 miles. The actual mileage is 130,323.

Sincerely,

[REDACTED]
[REDACTED]
Milton, GA [REDACTED]

[REDACTED]