

April 19, 2024

U.S. Department of Transportation
Office of the General Counsel
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Complaint about NHTSA / Recall #23V-751

Dear Sir or Madam:

I would like to file a formal complaint relative to the lack of attention and follow up as respects the above referenced recall of certain Acura/Honda vehicles. I have tried with diligence to obtain some assistance and attention to this matter.

As you will see from the attached, neither the manufacturer, nor NHTSA appears to be interested in a proper and thorough investigation. In fact, my concern is that the matter is essentially being "swept under the rug". This is unacceptable and given the number of additional complaints consistent with my own since the recall of November, 2023, I am shocked that the recall was not widened.

I am not that surprised by the lack of action from Honda/Acura as they have shown extremely poor customer service from the start—despite my being a long time owner of Honda vehicles. But I expect more from NHTSA and that is why I am bringing this matter to your attention.

I am willing to discuss further if you would like to better understand my position and concerns.

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

Various attachments incl.

Follow up

From

To: nhtsa.webmaster@dot.gov

Cc:

Date: Monday, April 15, 2024 at 08:14 PM EDT

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.

Alpharetta, GA

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

- BY EMAIL -
ON 2/9/2024

Receipt by Honda
Acknowledged on 2/10/2024
(No return call or letter
after that)

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: 5FRYd3h48g [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]
Milton, GA [REDACTED]
[REDACTED]
[REDACTED]

Part 573 Safety Recall Report

23V-751

Manufacturer Name : Honda (American Honda Motor Co.)

Submission Date : NOV 08, 2023

NHTSA Recall No. : 23V-751

Manufacturer Recall No. : XG1, GG0



Manufacturer Information :

Population :

Manufacturer Name : Honda (American Honda Motor Co.)

Number of potentially involved : 248,999

Address : 1919 Torrance Blvd.

Estimated percentage with defect : 1 %

Torrance CA 90501

Company phone : 1-888-234-2138

Vehicle Information :

Vehicle 1 : 2015-2020 Acura TLX

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The recall population was determined based on manufacturing records. The production range reflects all possible vehicles that could experience the problem.

Production Dates : FEB 05, 2014 - JUL 28, 2020

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2016-2020 Acura MDX

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : The recall population was determined based on manufacturing records. The production range reflects all possible vehicles that could experience the problem.

Production Dates : JUN 03, 2016 - MAR 20, 2020

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3 : ~~2016-2016~~ Honda Pilot

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : The recall population was determined based on manufacturing records. The production range reflects all possible vehicles that could experience the problem.

Production Dates : MAY 10, 2016 - JUN 03, 2016

VIN Range 1 : Begin : NR End : NR Not sequential

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