

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [Reid, Randy \(NHTSA\)](#)  
**To:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**Subject:** RE: Thanks for Letting Us Know About Your Safety Problem  
**Date:** Friday, March 22, 2024 8:16:55 AM

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Good morning Cynthia,

Yes, please do, thanks.

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**From:** Wells, Cynthia CTR (NHTSA) <[Cynthia.Wells.CTR@dot.gov](mailto:Cynthia.Wells.CTR@dot.gov)>  
**Sent:** Friday, March 22, 2024 7:08 AM  
**To:** Reid, Randy (NHTSA) <[randy.reid@dot.gov](mailto:randy.reid@dot.gov)>  
**Subject:** RE: Thanks for Letting Us Know About Your Safety Problem

Morning

Do you want me to add it to the file?

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**From:** Reid, Randy (NHTSA) <[randy.reid@dot.gov](mailto:randy.reid@dot.gov)>  
**Sent:** Thursday, March 21, 2024 3:22 PM  
**To:** Artemis HelpDesk (NHTSA) <[Artemis@dot.gov](mailto:Artemis@dot.gov)>  
**Cc:** Wells, Cynthia CTR (NHTSA) <[Cynthia.Wells.CTR@dot.gov](mailto:Cynthia.Wells.CTR@dot.gov)>; Ortiz, Bienvenido CTR (NHTSA) <[Bienvenido.Ortiz.CTR@dot.gov](mailto:Bienvenido.Ortiz.CTR@dot.gov)>  
**Subject:** RE: Thanks for Letting Us Know About Your Safety Problem

Hi Bob,

Since [REDACTED] traded the vehicle, per the VOQ narrative, there is not much we can do for her. I ran a CARFAX Report and it confirms that the vehicle was offered for sale on 3/14/24 by BMW of Sarasota. We will add this email to her VOQ.

Thanks  
Randy

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**From:** Artemis HelpDesk (NHTSA) <[Artemis@dot.gov](mailto:Artemis@dot.gov)>  
**Sent:** Thursday, March 21, 2024 1:00 PM  
**To:** Reid, Randy (NHTSA) <[randy.reid@dot.gov](mailto:randy.reid@dot.gov)>  
**Cc:** Wells, Cynthia CTR (NHTSA) <[Cynthia.Wells.CTR@dot.gov](mailto:Cynthia.Wells.CTR@dot.gov)>; Ortiz, Bienvenido CTR (NHTSA) <[Bienvenido.Ortiz.CTR@dot.gov](mailto:Bienvenido.Ortiz.CTR@dot.gov)>  
**Subject:** RE: Thanks for Letting Us Know About Your Safety Problem

Hi Randy,

Is the below issue something about which the CRD can get back to [REDACTED] ?

Thanks, -- Bob

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**From:** [REDACTED]  
**Sent:** Thursday, March 21, 2024 7:39 AM  
**To:** Artemis HelpDesk (NHTSA) <[Artemis@dot.gov](mailto:Artemis@dot.gov)>  
**Subject:** Re: 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.

Honda/Acura refused to fix the recall early airbag deployment causing bodily harm; Honda, which would only contact me by phone not in writing and allow 5 days for a call back, said "there was nothing wrong with the car; therefore they were not required to rectify the safety hazard. The dealership claimed they had no parts to fix it but gave me no alternatives other than not using the passenger seat.

I have a Social Security Disability/Handicap. The getting lost tending to an emergency due to the non functional Navigation system not being able to find a hospital via the Voice Commands, exacerbated my condition, as well as the other denials from Honda. My MD [REDACTED] in Sarasota Florida can confirm this all exacerbated my health condition.

See attached to add to my case.

[REDACTED]

On Wed, Mar 20, 2024 at 5:14 PM <[NHTSA-ODI-Consumer-Communication@service.govdelivery.com](mailto:NHTSA-ODI-Consumer-Communication@service.govdelivery.com)> wrote:

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 [11578542](#). 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](https://www.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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