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-11579934
Date: Wednesday, April 17, 2024 8:45:57 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 9:19 AM
To: Honda Customer Service <acs@ahm.honda.com>
Cc: [redacted] nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - RE: Case [redacted] Repair Diagnosis [redacted] owners 2017 Honda Pilot VIN 5FNYF6H02HB[redacted] [[redacted]:ref]; NHTSA Complaint #11579934 [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.

Aliah,

Thank you for your communication. I have attempted to obtain the requested repair diagnosis already performed by one of Honda's dealerships and there has been no response, which is in bad faith. Attached is a copy of the communication. It is reprehensible that the Honda sales force has no consequence for failing to assist with our inquiry. Here is the contact information for the salesperson at Buerkle who sold us our new Honda and had the Pilot evaluated in relation to trade with its repair department on the same day: Terry.sokolofsky@buerkle.com. You do have e-mail and I request Honda separately follow up with the dealership. We have already provided you with detailed information as to what transpired and who at Buerkle Honda assisted us. Please refer this matter to someone in corporate that can assist if you are unable to do so. How are we to obtain the requested information if the dealership is non-responsive and Honda Motor Company cannot contact its own dealerships or obtain compliance with these requests? In good faith I reached out requesting the information sought. It also should not be necessary where a mechanic has separately documented the defect in detail and we have resent you the information in a different format. If Honda is sincere in wanting to assist its customers, then please let me know what efforts corporate Honda and Buerkle Honda are undertaking to obtain the information from Buerkle Honda to resolve the claim. We are without a working vehicle and driving it back to the dealership will only increase the damages to the vehicle and may result in towing charges as well if it stops working en route which we have been warned it could do due to the serious nature of the defect. If Honda would like to pay

the towing charge to a dealership to confirm the diagnosis we would consider this option. Thank you for your further consideration.

[redacted]

[redacted] Attorneys at Law

[redacted]

Coon Rapids, Minnesota [redacted]

Direct [redacted] Fax: [redacted]

Website | Map

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Barna, Guzy & Steffen, Ltd.

-----Original Message-----
From: Honda Customer Service <acs@ahm.honda.com>
Sent: Friday, April 12, 2024 9:33 AM
To: [redacted]>
Subject: RE: Case [redacted] - Repair Diagnosis [redacted] - owners 2017 Honda Pilot VIN 5FNYF6H02HB[redacted] [ref:[redacted]

[redacted]

Thank you for allowing American Honda the opportunity to respond to your message. We appreciate you providing the service record from your mechanics, this record has been documented.

In order for your case to be reviewed by a Case Manager for financial assistance, please respond back to this email with documentation of a diagnosis from a certified Honda dealership.

Please reply to this email to expedite your request. We look forward to hearing back from you.

Sincerely,

Aliah
American Honda Motor Co., Inc.
Case #: [redacted]
Please be advised that you will receive a short survey via email to provide feedback on the handling and addressing of your Web inquiry.

Attention: If you are not the intended recipient, please delete the message and notify the sender. Thank you for your cooperation.

---------- Original Message ----------
From: [redacted]
Sent: 4/12/2024 6:12 AM
To: acs@ahm.honda.com
Cc: [redacted]
Subject: RE: Case [redacted] - Repair Diagnosis [redacted] - owners 2017 Honda Pilot VIN 5FNYF6H02HB[redacted] [ ]

Per your request, attached is a PDF of the service record.

[redacted]
Coon Rapids, Minnesota
[redacted]
Direct: [redacted]

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Barna, Guzy & Steffen, Ltd.

-----Original Message-----
From: Honda Customer Service <acs@ahm.honda.com>
Sent: Wednesday, April 10, 2024 2:38 PM
To: [redacted]
Subject: RE: Case [redacted] - Repair Diagnosis [redacted]/[redacted] - owners 2017 Honda Pilot VIN 5FNYF6H02HB[redacted] [ ]

[redacted]

Thank you for allowing American Honda the opportunity to respond to your message. I'm sorry to hear about the diagnosis of your vehicle.

Unfortunately, this department does not make outbound calls. For any financial assistance request that are outside of factory warranty, we do first require the diagnosis of the concern you are seeking assistance with for repairs.
The Sales Dept will not likely be able to assist you, you would need a copy of the diagnosis from the Service Department, we strongly suggest making contact with your Service Advisor that assisted you back in January.

Thank you for providing your mechanics report, however we cannot open any links, please attach a PDF, Screenshot, or scanned repair order.

Please reply to this email to expedite your request. We look forward to hearing back from you.

Sincerely,

Aliah
American Honda Motor Co., Inc.
Case #[redacted]
Please be advised that you will receive a short survey via email to provide feedback on the handling and addressing of your Web inquiry.

Attention: If you are not the intended recipient, please delete the message and notify the sender. Thank you for your cooperation.

---------- Original Message ----------
From: [redacted]
Sent: 3/28/2024 2:35 PM
To: acs@ahm.honda.com
Cc: tpeclov@olwklaw.com; [redacted]
Subject: RE: Case [redacted] - Repair Diagnosis [ ] [redacted] - owners 2017 Honda Pilot VIN 5FNYF6H02HE[redacted]

To Honda Representative:

I do not think 5 days is sufficient and would like our case to remain open beyond this time frame. I have reached out to Honda Buerkle dealership. I would request that you independently obtain the information and that it is probable you could obtain it more expeditiously. For your information and follow up if the information is not forthcoming, I contacted Terry Sokolofsky Senior Sales Consultant, Buerkle Honda 3360 N. Highway 61, St. Paul, MN 55110; terry.sokolfsky@buerkle.com<mailto:terry.sokolfsky@buerkle.com> and requested as follows:

You assisted us with the purchase of our 2024 Honda Pilot 1/15/24 and it has been great! As part of

the process, your mechanics evaluated our 2017 Honda Pilot (VIN 5FNYF6H02HB[redacted] for trade and we were advised that upon inspection by the dealerships mechanics that it had rod bearing failure and that the engine needed to be replaced.

I asked Terry to send the information to Honda's above e-mail address and to me. We asked that their dealership make repairs at cost as part of a trade-in and they would not.

Our mechanic evaluated the issue 1/14/24 and we went to buy a new Honda because our mechanic told us not to drive it if possibleOur mechanic took video while the vehicle was being inspected. We will try to upload it separately. Here is the link to the mechanic's report we asked for on 1/16/24: [redacted]. You need to go to the Inspection Results where the red dot numeral 5 is to open the findings.

At the time, I was not aware there was a national recall for later model years for this same issue.

The car has been sitting in our driveway for our family's ongoing use when repaired. We believe as a matter of goodwill that Honda should cover the cost of the repair whether performed by the dealership or our mechanic.

[redacted]
Coon Rapids, Minnesota
[redacted]

[redacted] |
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Barna, Guzy & Steffen, Ltd.

From: Honda Customer Service <acs@ahm.honda.com>
Sent: Thursday, March 28, 2024 3:49 PM
To: [redacted]>
Subject: Case[redacted] - Repair Diagnosis [ ]

We appreciate you taking the time to contact us regarding your Connecting Rod Bearing Concern.

Our team would like to gather additional details to assist with your request.

For us to evaluate your request, we first need a diagnosis from a Honda authorized dealer. The service department at a certified dealership is in the best position to diagnose your vehicle and determine the best available corrective action. We encourage you to contact the service department of your preferred dealership for assistance with a diagnosis.

You can find your local Dealer here:
[redacted]

After the diagnosis is completed by an authorized dealership, please reply to this email with the following information:
* Involved dealership
* Details of your request:
* ?When was the first time (approximate date) you noticed the issue?
* What is the name & title of the person(s) assisting you at the dealer?
* What is the reason/explanation provided by the dealer, as to what caused this issue?
* What repairs/services have been completed (if any)?
* What repairs/services have been suggested?
* What are the costs estimated for the repair (if any?)
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. If we do not hear back from you in 5 days your case will be closed.

Sincerely,
American Honda Motor Co., Inc.
Case #[redacted]

Attention: If you are not the intended recipient, please delete the message and notify the sender. Thank you for your cooperation.
ref:!0[redacted]ref

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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From: [redacted]
To:
Subject: FW: [redacted] Purchase Honda Pilot Elite 1/15/24 VIN 5FNYG1H87RB[redacted]
Date: Thursday, March 28, 2024 5:05:16 PM
Attachments: [redacted]

[redacted]

[redacted]

Coon Rapids, Minnesota [redacted]

[redacted]

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Barna, Guzy & Steffen, Ltd.

From: [redacted]
Sent: Thursday, March 28, 2024 4:05 PM
To: terry.sokolofsky@buerkle.com
Cc: [redacted] Honda Customer Service <acs@ahm.honda.com>
Subject: [redacted] - Purchase Honda Pilot Elite 1/15/24 VIN 5FNYG1H87RB[redacted]

Terry,

You assisted us with the purchase of our 2024 Honda Pilot and it has been great! I have included the VIN for reference in locating your sales information. As part of the process, your mechanics evaluated our 2017 Honda Pilot (VIN 5FNYF6H02HB[redacted]) for trade and we were advised that upon inspection by the dealerships mechanics that it had rod bearing failure and that the engine needed to be replaced. Could you please provide me with the inspection notes supporting this as we need to submit this information to Honda headquarters. We have been asked to provide this information within the next five days. Could you please reply all with the attached notes so that they are received by Honda. Thank you for your assistance.