

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 29, 2023 3:09 PM
To: [REDACTED]
Subject: Fwd: Case: [REDACTED]

Caution: This message is from an external sender

This message came from outside the organization.

----- Forwarded message -----

From: Acura Client Relations <acr@ahm.acura.com>
Date: Thu, Mar 9, 2023 at 12:38 PM
Subject: RE: Case [REDACTED]
To: [REDACTED]

Thank you for reaching out to American Honda. We want to thank you for providing us the opportunity to respond to your message.

Our team would like to gather additional details to review your request pertaining to the paint peeling on your 2016 MDX. To better assist you, please respond with the following information:

- Involved Acura dealership
 - The first time (approximate date) you noticed this issue.
 - The first time (approximate date) you visited the dealer for this concern.
 - The last time (approximate date) you visited the dealer for this concern.
 - The name & title of the person(s) assisting you at the dealer.
 - What repairs/services have been completed (if any)?
 - What repairs/services have been suggested?
 - The cost already spent (if any).
 - The quote for further cost of service.
 - Please attach any documents (e.g., repair orders) you received from the dealer when attempting to resolve this issue.
- Please reply to this email to expedite your request. We look forward to hearing back from you.

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.

----- Original Message -----

From: Acura Client Relations [acr@ahm.acura.com]
Sent: 1/20/2023 7:38 AM
To: [REDACTED]

Subject: Case: [REDACTED]

Thank you for reaching out to American Honda. We want to thank you for providing us the opportunity to respond to your message.

Our team would like to gather additional details to review your request pertaining to the paint peeling on your 2016 MDX. To better assist you, please respond with the following information:

- Involved Acura dealership
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- Please attach any documents (e.g., repair orders) you received from the dealer when attempting to resolve this issue.

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

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: [REDACTED]

--
[REDACTED]

June 29, 2023

National Highway Safety Administration Office of Defects Investigation
1200 New Jersey Avenue
SE Washington, DC 20590

Subject: Complaint Regarding Denial of Paint Issue Claim for 2016 Acura MDX (VIN: 5FRYD4H44G[REDACTED]), Rust on Tailgate Door, and Unfair Deceptive Acts and Practices by Honda Corporation

Dear Regulator,

I am writing to express my deep dissatisfaction and frustration with the recent handling of my complaint regard the paint issue on my 2016 Acura MDX, VIN 5FRYD4H44G[REDACTED] the presence of rust on the tailgate door, and the unfair deceptive acts and practices I believe Honda Corporation has engaged in.

In March 2022, I reported to the McGrath Acura Dealer in Westmont, Illinois, that the paint was peeling off between the windshield and the moonroof of my white diamond MDX. However, the response I received from both the dealer and Honda Corporation has left profoundly disappointed.

Upon reporting the initial paint issue to the dealer, I was advised to contact Honda Corporation to make a claim. Following their instructions, I diligently pursued the matter with Honda Corporation, engaging in numerous back-and-forth communications between them and the dealer. Regrettably, my claim was ultimately denied on the grounds that my vehicle's VIN number did not meet the criteria for the pain issue recall, as it was painted by a different vendor than initially identified.

Furthermore, I recently discovered specks of rust on the tailgate door of my 2016 MDA. It is evident that this rust is a direct result of the manufacturer or factory paint, as there have been no external factors or incidents that could have caused this corrosion. The presence of rust on the tailgate door further emphasizes the poor quality of the paint used on my vehicle.

In addition to these issues, I believe Honda Corporation has engaged in unfair deceptive and abusive acts and practices by selectively extending warranties for specific VIN numbers. On August 13, 2020, Honda Corporation issued a service bulletin describing the affected vehicles, specifically applicable to 2014-2016 MDX vehicles painted NH-603P White Diamond Pearl. By handpicking specific VIN number to extend the warranty, Honda Corporation has created an unfair and deceptive practice, leaving customers like me, whose vehicles suffer from the same paint issues, without recourse.

As a conscientious and dedicated customer, I have purchased four Honda vehicles, firmly believing in the quality and reliability of their brand. However, this recent experience has left me feeling disregarded, disheartened, and deceived. It is deeply disconcerting that my loyalty and dedication were not even considered in the pursuit of a resolution to these matters.

I implore the National Highway Safety Administration to thoroughly investigate these issues and address the concerns raised. I kindly request your intervention to ensure that my 2016 MDX, VIN

5FRYD4H44G [REDACTED] is included in the recall process for the paint issue, appropriate measures are taken to address the rust problem on the tailgate door, and that Honda Corporation is held accountable for their unfair, deceptive, abusive acts and practices.

Please find attached copies of the correspondence I have exchanged with both the dealer and Honda Corporation, as well as any other relevant documentation. I trust that these records will aid in your investigation and help you comprehend the gravity of the situation.

Thank you for your attention to these matters. I eagerly await a prompt and satisfactory resolution to the issues raised. Should you require any further information or clarification, please do not hesitate to contact me at [REDACTED] or via email at [REDACTED]

Sincerely,

[REDACTED]

Stickney, IL [REDACTED]

August 13, 2020

Version 3

Warranty Extension: White Diamond Pearl Paint

Supersedes 19-029, dated August 29, 2019 to revise the information highlighted in yellow.

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2014-16	MDX	Vehicles painted White Diamond Pearl NH-603P with a moonroof	Check the iN VIN status for eligibility.

REVISION SUMMARY

- The text in AFFECTED VEHICLES has been revised. Not all vehicles will be eligible. Check iN VIN status for eligibility.

BACKGROUND

This warranty extension only applies to 2014-16 MDX vehicles that are painted **NH-603P White Diamond Pearl**.

The exterior paint on the roof and/or tailgate may peel off. American Honda is extending the warranty on the paint of the affected vehicles to 8 years from the original date of purchase with no mileage limit. This warranty extension does not apply to other paint issues like rock chips, scratches, bird droppings, sap, wraps, dents, collision damage, client-induced damage, etc.

Do an iN VIN status inquiry to see if the vehicle is eligible. American Honda will update this bulletin and the iN VIN status when this warranty extension on affected vehicles has expired.

This warranty extension only applies to factory-applied paint.

The warranty extension does not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.

This warranty extension only applies to the panels listed in the WARRANTY CLAIM INFORMATION section if they exhibit a paint peeling problem. All paint repairs MUST have DPSM approval before starting work.

To make sure that your claim is properly processed, make sure the following requirements are met:

- DPSM authorization before repairing any vehicle** - To request authorization, send a ProFirst Certified Body Shop estimate with close up photos of each affected panel to your DPSM.
- Clear photos** - Refer to service bulletin 10-001, *Photos for Warranty Paint Repair Claims*. Take clear photos showing the overall affected area, and provide close ups as needed to illustrate the defect. Also upload a photo of the door jamb label that shows the VIN with the warranty claim. If more than one panel is affected, photos of each affected panel must also be uploaded to the warranty claim.
- Claim submission** - Before submitting a warranty claim, make sure you include a copy of the ProFirst Certified Body Shop final invoice.

CLIENT INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

CLIENT NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

CORRECTIVE ACTION

Inspect the vehicle and, if necessary, have a ProFirst Certified Body Shop repaint the entire affected panel(s) with a tri-coat color, mid (mica), and clear coat paint after obtaining DPSM approval.

PARTS INFORMATION

If you need to replace any moldings, emblems, or clips, reference the parts catalog for applicable part numbers, and submit them in your warranty claim.

PHOTO REQUIREMENTS

- **Submit photos for each affected area. Refer to Service Bulletin 10-001, *Photos for Warranty Paint Repair Claims*.**
- You must submit clear photos showing the overall affected areas, close ups of each affected panels clearly showing the paint peel defect, and a photo of the door jamb label that shows the VIN. If the photos were not approved by the DPSM before the repair, your claim may be debited.
- Take photos of every affected area and save them with the repair order for 36 months. If American Honda requests the photos and they were not saved, your claim may be debited.

VIN Inquiry Acknowledgement

Dealer Information

Dealer [REDACTED]

02/11/2023

Identification [REDACTED]

* Highlighting indicates an Alpha VIN *

Print	Item	VIN	Description	View Detail
☒	1	5FRYD4H44[REDACTED]		

Vehicle Information

VIN	5FRYD4H44[REDACTED]	PDI Dealer	251418
Model	MDX	PDI Date	11/11/2015
Model Year	2016	Demonstrator Date	
Engine No.	J35Y53052438	Delivery Date	11/11/2015
Emission Type	KA	Mileage at Purchase	5
Selling Dealer	251418	ED NAPLETON ACURA	

Owner Information

Original Owner [REDACTED]

Current Owner [REDACTED]

Factory Extended Warranty (For Demo Vehicles) / Warranty Cancellation Information

Factory Extension - No. of Miles
 Factory Extension - No. of Day(s)
 Factory Extension Warranty Type
 Warranty Cancellation Date

Vehicle Service Contract (VSC)

Customer Name	[REDACTED]	Co Owner Name	
Contract No.	[REDACTED]	Plan Type	ACURA CARE CERTIFIED 7YR 100K MILE \$0 DEDUCT
Plan Status	SEE REPAIR COVERAGE INQUIRY	Inactive/Cancel Date	
Effective Date	10/14/2017	Expiration Date	11/10/2022
Effective Miles	21,606	Expiration Miles	100,000
Deductible	\$0.00	Roadside Assist	SEE REPAIR COVERAGE INQUIRY

Acura Certified Pre-Owned Vehicle (ACPV)*

Customer Name	[REDACTED]	Co Owner Name	
Contract No.	[REDACTED]	Plan Type	Previous Program
Plan Status	SEE REPAIR COVERAGE INQUIRY	Inactive Date	
Limited Warranty Eff. Date	11/11/2019	Limited Warranty Exp. Date	11/11/2020
Limited Warranty Eff. Miles	21,606	Limited Warranty Exp. Miles	62,000
Powertrain Effective Date	11/12/2020	Powertrain Expiration Date	11/11/2022
Powertrain Effective Miles	62,001	Powertrain Expiration Miles	100,000
Customer Delivery Date	10/14/2017	Roadside Assist	SEE REPAIR COVERAGE INQUIRY
First Used Date	11/11/2015		

Open Campaigns / Recall Information

No Open Campaign / Recall Information Available For This Vehicle.

Closed Campaigns / Recall Information



19-019:6LL00 C

19-011:6GS00 C

2014-19 MDX Tailgate Inner Taillight Safety Recall

2015-19 Acura Fuel Pump Control Failure Safety Recall

Engineering Request - Action Required

There Are No Engineering Requests At This Time.

Warranty Extension Open Campaigns / Customer Complaint, Must Verify Symptom ☐

17-026:6A900 Warranty Extension; MUST VERIFY

MDX 9A/T Warmer Warr Extnsion

Warranty Extension Closed Campaigns ☐

No Closed Campaign Warranty Extension Information / Customer Complaint Information Available For This Vehicle.

Warranty Repair History

Repair Dealer	Paid Date	RO Date	RO No.	Mileage	Primary Labor Op.	Defect Code	Failed Part No.
251430	09/12/2019	09/11/2019		38,190	7140B0	6LL00	34150-TZ5-H02
251430	07/15/2022	07/02/2022		79,355	611120	07404	79115-TZ5-A42
251430	10/24/2022	10/21/2022		90,338	612120	03214	79307-TZ5-A61

Additional Warranty History (eVRM)

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 29, 2023 3:08 PM
To: [REDACTED]
Subject: Fwd: Reimbursement Document(s) Request: Case [REDACTED] - Incomplete Invoice [REDACTED]
[REDACTED]

Caution: This message is from an external sender

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----- Forwarded message -----

From: Acura Client Relations <acr@ahm.acura.com>
Date: Mon, Mar 13, 2023 at 3:10 PM
Subject: Reimbursement Document(s) Request: Case [REDACTED] Incomplete Invoice [REDACTED]
[REDACTED]
To: [REDACTED]

PLEASE REPLY TO THIS EMAIL TO HELP EXPEDITE YOUR REQUEST

Thank you for contacting American Honda Motor Co., Inc. regarding your request on your 2016 Acura MDX, VIN: 5FRYD4H44C [REDACTED]

In order to determine your eligibility for reimbursement, please reply back to this email with the following information:

- **Complete Repair Invoice** for repair/service, must include the following (all pages required)
 - Vehicle Identification Number (VIN)
 - Name and Address of facility, Mileage, and Date of Repair
 - Diagnosis and itemized cost of repair - parts and labor

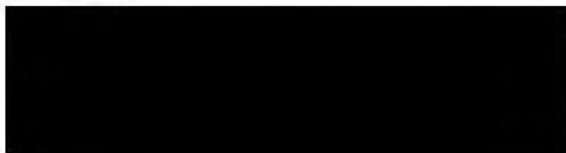
Upon receiving all of the requested documents and determining eligibility, your reimbursement will be processed in 6-9 weeks.

If you have additional questions, please reply to this email.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Case #





Boyce Body Werks Inc.

1855 High Grove Lane, Naperville, IL 60540
Phone: (630) 428-9575
FAX: (630) 428-9576

Workfile ID:
PartsShare:



Preliminary Estimate

Customer: McGrath Acura of Westmont

Written By: Amy Bidus

Insured: McGrath Acura of
Westmont

Policy #:

Claim #: 

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact: 13 Rollover

Owner:

McGrath Acura of Westmont
400 E. Ogden Ave
Westmont, IL 60559
(630) 323-8200 Day

Inspection Location:

Boyce Body Werks Inc.
1855 High Grove Lane
Naperville, IL 60540
Repair Facility
(630) 428-9575 Business

Insurance Company:

McGrath Acura

VEHICLE

2016 ACUR MDX AWD w/Super Handling/Technology Pkg 4D UTV 6-3.5L Gasoline Gasoline Direct Injection White Pearl - NH603P

VIN: 5FRYD4H44GE 

Interior Color:

Mileage In:

Vehicle Out:

License:

Exterior Color: White Pearl - NH603P

Mileage Out:

State:

Production Date: 10/2015

Condition:

Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console
Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Dual Air Condition
Navigation System
Backup Camera
Home Link
RADIO
AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Premium Radio

Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Xenon or L.E.D. Headlamps
Positraction

Blind Spot Detection

Lane Departure Warning

ROOF

Electric Glass Sunroof

SEATS

Bucket Seats
Leather Seats
Heated Seats
3rd Row Seat

WHEELS

Aluminum/Alloy Wheels

PAINT

Three Stage Paint

OTHER

Rear Spoiler
Signal Integrated Mirrors

TRUCK

Power Trunk/Liftgate



Preliminary Estimate

Customer: McGrath Acura of Westmont

2016 ACUR MDX AWD w/Super Handling/Technology Pkg 4D UTV 6-3.5L Gasoline Gasoline Direct Injection White Pearl - NH603P

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	ELECTRICAL						
2	R&I	Antenna w/navigation, w/Technology pkg white diamond				0.2	
3	WINDSHIELD						
4	*	Subl Windshield Acura - R&I		1	193.75 X		
5	#	Urethane Kit		1	35.00		
6	*	Repl Upper molding	73150TZ5A01	1	22.28	Incl.	
7		R&I RT Side molding				0.1	
8		R&I LT Side molding				0.1	
9	*	Repl RT Side molding clip	91570SZA305	4	23.72	0.5	
10	*	Repl LT Side molding clip	91570SZA305	4	23.72	0.5	
11	COWL						
12	R&I	Cowl grille				0.6	
13	ROOF						
14	*	Rpr Roof panel				6.0	3.8
15		Add for Three Stage					2.7
16	#	Feather, prime & block		1			2.0
17	#	Mask Sun Roof Opening		1		0.9	
18		R&I RT Roof molding w/o roof rack				0.4	
19		R&I LT Roof molding w/o roof rack				0.4	
20		R&I R&I headliner				2.8	
21	LIFT GATE						
22	*	Repl RT Hinge cover w/o roof rack	74835TZ5A00	1	19.57	0.1	
23	*	Repl LT Hinge cover w/o roof rack	74885TZ5A00	1	19.57	0.1	
24		R&I Weatherstrip				0.5	
25	#	Cover Car		1	5.00	0.3	
26	#	Hazardous waste		1	3.00 X		
27	#	Restore Corrosion Protection		1			1.0
28	#	Tint Color-3 Stage		1			1.0
29	#	Finish sand & buff		1			2.3
SUBTOTALS					345.61	13.5	12.8

Preliminary Estimate

Customer: McGrath Acura of Westmont

2016 ACUR MDX AWD w/Super Handling/Technology Pkg 4D UTV 6-3.5L Gasoline Gasoline Direct Injection White Pearl - NH603P

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			342.61
Body Labor	13.5 hrs @	\$ 60.00 /hr	810.00
Paint Labor	12.8 hrs @	\$ 60.00 /hr	768.00
Paint Supplies	12.8 hrs @	\$ 40.00 /hr	512.00
Miscellaneous			3.00
Subtotal			2,435.61
Sales Tax	\$ 660.86 @	7.7500 %	51.22
Grand Total			2,486.83
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			2,486.83

ILLINOIS LAW REQUIRES THAT VEHICLE REPAIRERS MUST BE LICENSED IN ACCORDANCE WITH SECTION 5-301 OF THE ILLINOIS VEHICLE CODE.

Preliminary Estimate

Customer: McGrath Acura of Westmont

2016 ACUR MDX AWD w/Super Handling/Technology Pkg 4D UTV 6-3.5L Gasoline Gasoline Direct Injection White Pearl - NH603P

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ART4823, CCC Data Date 03/17/2023, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2023 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Intelligent Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

- Involved dealership
- Details of your request:
 - ?When was the first time (approximate date) you noticed the issue?
 - How often does the issue happen within a time frame (e.g., once a month)?
 - 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 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.

[REDACTED]

[REDACTED]



[REDACTED]

From: [REDACTED]

Sent: Thursday, April 27, 2023, 5:08 PM

To: [REDACTED]

Subject: Fwd: Repair Diagnosis Information Request: [REDACTED]

Caution: This message is from an external sender

This message came from outside the organization.

On Tue, Apr 25, 2023 at 9:25 AM Acura Client Relations <acr@ahm.acura.com> wrote:

[REDACTED]

We appreciate you taking the time to contact us regarding your (state concern/request).

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 Acura 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:

<https://owners.acura.com/service-maintenance/dealer-search>

After the diagnosis is completed by an authorized dealership, please reply to this email with the following information:



McGRATH
<< Acura >>
OF WESTMONT



400 E Ogden Ave
Westmont, IL 60559



Roman, Ada

From: [REDACTED]
Sent: Thursday, June 29, 2023 3:08 PM
To: [REDACTED]
Subject: Fwd: case [REDACTED]
Attachments: [REDACTED]

Caution: This message is from an external sender

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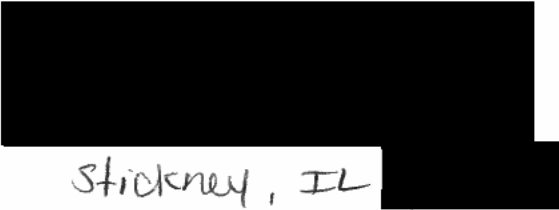
From: Justin Leengran <jleengran@acurawestmont.com>
Date: Sat, Apr 22, 2023 at 11:45 AM
Subject: case # [REDACTED]
To: acr@ahm.acura.com <acr@ahm.acura.com>
Cc: [REDACTED]

To whom it may concern,

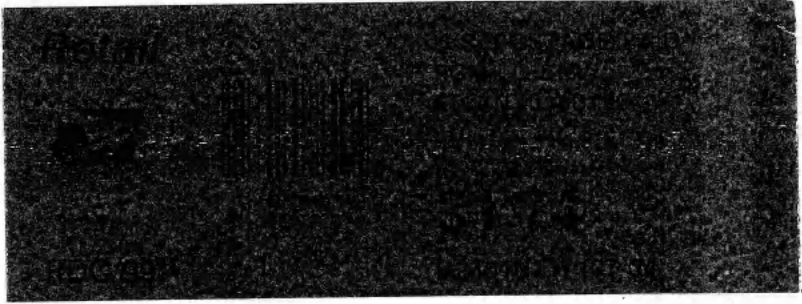
I am emailing on behalf of a mutual customer [REDACTED] VIN#5FRYD4H44G [REDACTED] with a roof paint peeling concern. The vehicle does not have the warranty extension. The customer has a case started and has stated an estimate is needed from a pro-first body shop. Please see attached estimate and advise on how you would like to proceed.

Thank you

Justin Leengran
Service Director
McGrath Acura of Westmont
630-371-6370



Stickney, IL



National Highway Society Administration
Office of Defects Investigation
1200 New Jersey Avenue
SE Washington, DC 20590

[REDACTED]

From:
Sent:
To:
Subject:

[REDACTED]
Thursday, June 29, 2023 3:09 PM

[REDACTED]
Fwd: Case [REDACTED] - Reimbursement Status Update [REDACTED]
[REDACTED]

Caution: This message is from an external sender

This message came from outside the organization.

----- Forwarded message -----

From: Acura Client Relations <acr@ahm.acura.com>

Date: Tue, Apr 25, 2023 at 11:27 AM

Subject: Case [REDACTED] Reimbursement Status Update [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your 2016 Acura MDX, VIN: 5FRYD4H44[REDACTED]

We have received your request for reimbursement and have received all the necessary documentation. Upon determining eligibility, your reimbursement will be processed in 6-9 weeks.

If you have any questions, please reply to this email.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Case # [REDACTED]

[REDACTED]

