

ACURA
Automobile Division
1919 Torrance Blvd., P.O. Box 2215
Torrance, CA 90509-9870

March 21, 2024

Re: 2019 Acura MDX 5J8YD4H87KL [REDACTED]
NHTSA RECALL NUMBER 23V-751

TO WHOM IT MAY CONCERN:

Enclosed please find copies of your recall notice listed above and recall notices from CARFAX for November, 2023, December, 2023 and January, 2024. March 18, 2024, CARFAX informs me that the remedy is available for my automobile. Repeated calls to the Service Department of Naples Acura, 659 Airport Pulling Rd, S., Naples, FL 34112 only lead to more frustration telling me that I am on the 'list' to be repaired but as of today, March 21, 2024, they have no replacement parts.

Your recall notice informs me that due to a manufacturing defect of the engine crankshaft, the connecting rod bearing can prematurely wear and seize, causing engine damage to allow the engine to run improperly or stall while driving which increases the risk of a fire, crash or injury.

I am totally in disbelief that this situation is allowed to continue. By CC of this letter I am writing to my government for assistance in this unbelievable situation putting my life and others in this situation.

Please advise me if any remedy is available to me at this time. If not, please advise me of future availability.

Sincerely,

[REDACTED]
Esterro, Florida [REDACTED]

Cc: Administrator, NHTSA,
Washington, DC

Enclosures



IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 5J8YD4H87KL [REDACTED]

January 2024

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Acura has decided that a defect which relates to motor vehicle safety exists in certain 2015-2020 TLX and 2016-2020 MDX vehicles.

Why my vehicle is under recall: Due to a manufacturing defect of the engine crankshaft, the connecting rod bearing can prematurely wear and seize, causing engine damage. A damaged engine may run improperly or stall while driving, increasing the risk of a fire, crash, or injury.

What Acura will do: The replacement parts needed to repair your vehicle are not currently available but are expected to become available in early-spring of 2024. Acura will send you a follow-up letter when replacement parts are available so you can then bring your vehicle in for repair. The dealer will inspect and repair or replace the engine, if needed, for **FREE**.

What we need you to do:

We ask for your patience while we prepare replacement parts. Once you receive a follow-up letter from Acura notifying you that replacement parts are available, please call any authorized Acura dealer and make an appointment to repair your vehicle.

If your vehicle's engine has begun making a new and worsening knocking/rattling noise, please pull over to a safe location as soon as possible and shut off the engine and have it towed to your dealer.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

- Check recall information for your vehicle by accessing the **Acura Recall Lookup** tool at www.recalls.acura.com and entering your Vehicle Identification Number (VIN).
- If you have questions or concerns, we encourage you to:
 - contact your local Acura automobile dealer; or
 - chat with our 24/7 virtual agent "Ask Us" at askus.acura.com
 - email or chat by going to www.mygarage.honda.com/s/help-acura
 - visit X (formerly Twitter) @AcuraClientCare; or
 - call American Honda's Customer Support & Campaign Center at 1-888-234-2138 Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time.

If you paid out of pocket to have these specific recall repairs performed on your vehicle, you may be eligible for reimbursement; please contact American Honda's Customer Support & Campaign Center at 1-888-234-2138 to determine potential eligibility and for instructions on how to request reimbursement.



Scan the QR Code or visit <https://mygarage.honda.com/s/help-acura> and select the following:

Send an Email, then choose:

Topic: Recalls/Campaign

Sub Topic: Recalls/Campaigns: Reimbursement Request

If you no longer own this vehicle or if any of the information is not correct, please complete and return the enclosed prepaid Information Change Card as soon as possible. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this recall may cause, but please be assured that your safety is our first concern.

Sincerely,

American Honda Motor Co., Inc.

CAMPAÑA DE SEGURIDAD URGENTE

Esta notificación aplica a su vehículo: 5J8YD4H87K1 [REDACTED]

Enero de 2024

Estimado [REDACTED]

Esta notificación ha sido enviada a usted de acuerdo con el decreto de la oficina de Administración Nacional de Seguridad del Tráfico en las Carreteras (National Highway Traffic Safety Administration o NHTSA por sus siglas en inglés). Acura ha determinado que existe un defecto el cual está relacionado con la seguridad del vehículo en algunos vehículos modelo TLX 2015-2020 y MDX 2016-2020.

¿Por qué mi vehículo está bajo esta campaña de seguridad?:

Debido a un defecto de fabricación del cigüeñal del motor, el cojinete de biela (cojinete de la varilla de conexión) puede desgastarse y atascarse prematuramente, provocando daños en el motor. Un motor dañado puede funcionar incorrectamente o detenerse mientras conduce, lo que aumenta el riesgo de incendio, accidente o lesiones.

¿Qué hará Acura?:

Los repuestos de reemplazo necesarios para reparar su vehículo no están disponible en este momento, pero se espera que estén disponibles a principios de la primavera del 2024. Acura le enviará una carta de seguimiento cuando los repuestos de reemplazo estén disponibles para que pueda traer su vehículo para la reparación. El concesionario inspeccionará y reparará o reemplazará el motor, si es necesario, de forma **GRATUITA**.

¿Qué necesitamos que usted haga?:

Le pedimos que tenga paciencia mientras nosotros preparamos los repuestos de reemplazo. Una vez que usted reciba una carta de seguimiento de Acura notificándole que los repuestos de reemplazo están disponibles, por favor comuníquese con cualquier concesionario autorizado Acura y haga una cita para reparar su vehículo.

Si el motor de su vehículo ha comenzado a hacer un ruido de golpeteo/traqueteo nuevo y cada vez peor, por favor, deténgase en un lugar seguro lo antes posible, apague el motor y llévelo en grúa a su concesionario.

Si usted no es el único conductor de este vehículo, por favor informe a todos los conductores y pasajeros sobre esta información importante.

- Verifique la información de la campaña de seguridad de su vehículo ingresando en la herramienta **Acura Recall Lookup** en www.recalls.acura.com e ingresando su Número de identificación del vehículo (VIN).
- Si usted tiene preguntas o inquietudes, le recomendamos que:
 - se comunique con su concesionario de automóviles Acura local; o
 - por correo electrónico o por medio de chat en www.mygarage.honda.com/s/help-acura
 - visite X (antes conocido como Twitter) @AcuraClientCare; o
 - llame al Centro de Apoyo al Cliente y Campañas de American Honda al 1-888-234-2138 de lunes a viernes, 6:00 a.m. a 5:00 p.m., Hora del Pacífico.

Si usted ha pagado por realizar las reparaciones de la campaña de seguridad específica en su vehículo, usted puede ser elegible para el reembolso, por favor comuníquese con el Centro de Apoyo al Cliente y Campañas de American Honda al 1-888-234-2138 para determinar la elegibilidad potencial y para las instrucciones sobre cómo solicitar el reembolso.



Escanee el código QR o visite <https://mygarage.honda.com/s/help-acura> y seleccione lo siguiente:

Envíe un correo electrónico y luego elija:

Topic: Recalls/Campaign

Sub Topic: Recalls/Campaigns: Reimbursement Request

Si ya no es el propietario de este vehículo o si alguna información no está correcta, por favor complete, firme y devuelva lo más pronto posible la Tarjeta de Cambio de Información anexa, con el porte pagado. Si usted es el arrendador de este vehículo, las regulaciones federales requieren que usted envíe una copia de esta notificación a su arrendatario en un lapso de diez días.

Si usted cree que American Honda o el concesionario ha fallado o no le es posible reparar el defecto en su vehículo, sin cobro alguno y dentro de un período de tiempo razonable (60 días desde la fecha en que usted contactó por primera vez el concesionario para la cita de la reparación), usted puede enviar una queja a: Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternativamente, usted también puede comunicarse con el número de llamada sin costo (Toll-free) Vehicle Safety Hotline de NHTSA al 1-888-327-4236 (TTY 1-800-424-9153), o visitar la página <http://www.safercar.gov>.

Sinceramente le pedimos disculpas por cualquier inconveniente que pueda haberle causado esta campaña de seguridad, pero tenga garantizado que su seguridad es nuestra principal preocupación.

Atentamente,

American Honda Motor Co., Inc.



CARFAX Car Care
courtesy of
Naples Acura

2 Open Recall Reported

12/19/2023

Manufacturer Safety-related recall issued

Recall: #KGD Acura Fuel Pump Motor Recall Expansion Stop Sale

Status: Remedy Not Available

Locate an authorized

Acura dealer(<http://www.acura.com/tools/dealerlocator/dealerlocator.aspx>) near you to obtain more information about this recall

Mark Completed

11/09/2023

Manufacturer Safety-related recall issued

NHTSA: #23V-751

Recall: #XG1 2015-20 Acura Connecting Rod Bearing Stop Sale

Status: Remedy Not Available

Locate an authorized

Acura dealer(<http://www.acura.com/tools/dealerlocator/dealerlocator.aspx>) near you to obtain more information about this recall

Mark Completed



**2019 Acura
Mdx SH-AWD**

66,098 miles

Rate your car



	History-Based Value	\$25,570
	Sell Your Car	Trade-In Value *
* Estimated value pending inspection		
	Open Recalls	2
As of 12/20/2023		DUE NOW
	Tire Rotation	10
		Months Left
	Tread Life	2
		Years Left
	Oil Change	10
		Months Left
	Brake Inspection	11
		Months Left
	Registration	21
		Months Left
	My Favorite Shop	
Naples Acura		

Naples
Acura



CARFAX Lifetime Dealer

4.8 ★★★★★ 494 Verified Review

4451 customer favorites

1-239-356-8027 (Tel: 1-239-356-8027)

659 Airport Pulling Rd S, Naples, FL, 34112

([http://maps.google.com/?Q=659 Airport Pulling Rd S, Naples, FL, 34112](http://maps.google.com/?Q=659+Airport+Pulling+Rd+S,+Naples,+FL,+34112))



Something wrong? [Get Help \(/Service/help\)](#)



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CARFAX Car Care (https://www.carfax.com/Service/)	Recalls (https://www.carfax.com/recall/)	Blog (https://www.carfax.com/blog/)	CARFAX for Service Shops (https://www.carfaxserviceshops.com/)
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From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: Recall Alert for your 2019 ACURA MDX SH-AWD
Date: March 10, 2024 at 3:16 PM
To: [REDACTED]



Time to Take Your Car In

There is a new recall record received for your **2019 ACURA MDX SH-AWD**.



Good news, **Naples Acura** can repair the recall(s) on your 2019 ACURA MDX SH-AWD for **FREE** when parts are available.

Naples Acura

- ★ 4.8 out of 5 (540 verified reviews)
- ☎ (833) 941-0252
- 📍 659 Airport Pulling Rd S, Naples, FL 34112

Call for Availability

Log In to Car Care account for more information



Your Recall Information



Recall Status: **Remedy Available**

Recall Number: OH6 2016-20 MDX Conn Rod Inspect
Recall

[View Recall Details](#)

Your Recall Information

Recall Status: **Remedy Available**

Recall Number: EGG 2018-20 MDX Fuel Pump Mtr Saf
Recall Exp2

[View Recall Details](#)

What You Need to Know About Open Recalls

1. 1 in 6 cars on US roads today have an open recall.
2. All recall repairs are done at no charge to owners.
3. Safety recalls are issued for significant issues; don't delay getting repairs.
4. New recalls are issued every month, even for older cars.

[Learn More](#)

Your Recall Information



Recall Status: **Remedy Available**

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[View Recall Details](#)

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[Learn More](#)

From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: Recall Alert for your 2019 ACURA MDX SH-AWD
Date: February 17, 2024 at 3:40 PM
To: [REDACTED]



Time to Take Your Car In

There is a new recall record received for your **2019 ACURA MDX SH-AWD**.



Good news, **Naples Acura** can repair the recall(s) on your 2019 ACURA MDX SH-AWD for **FREE**.

Naples Acura

- ★ 4.8 out of 5 (530 verified reviews)
- 📞 (833) 941-0252
- 📍 659 Airport Pulling Rd S, Naples, FL 34112

Call for Availability

Log In to Car Care account for more information

Your Recall Information

From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: Recall Alert for your 2019 ACURA MDX SH-AWD
Date: February 9, 2024 at 2:16 PM
To: [REDACTED]



Time to Take Your Car In

There is a new recall record received for your **2019 ACURA MDX SH-AWD**.



Good news, **Naples Acura** can repair the recall(s) on your 2019 ACURA MDX SH-AWD for **FREE**.

Naples Acura

- ★ 4.8 out of 5 (520 verified reviews)
- ☎ (833) 941-0252
- 📍 659 Airport Pulling Rd S, Naples, FL 34112

Call for Availability

Log In to Car Care account for more information

Your Recall Information

Your Recall Information



Recall Status: Remedy Available

Recall Number: OH6 2016-20 MDX Conn Rod Inspect
Recall

[View Recall Details](#)

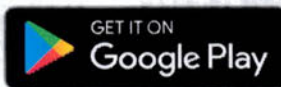
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3. Safety recalls are issued for significant issues; don't delay getting repairs.
4. New recalls are issued every month, even for older cars.

[Learn More](#)



Download the Car Care mobile app today!



From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: Recall Alert for your 2019 ACURA MDX SH-AWD
Date: January 18, 2024 at 3:40 PM
To: [REDACTED]



Time to Take Your Car In

There is a new recall record received for your **2019 ACURA MDX SH-AWD**.



Good news, **Naples Acura** can repair the recall(s) on your 2019 ACURA MDX SH-AWD for **FREE**.

Naples Acura

- ★ 4.8 out of 5 (508 verified reviews)
- ☎ (833) 941-0252
- 📍 659 Airport Pulling Rd S, Naples, FL 34112

Call for Availability

Log In to Car Care account for more information

Your Recall Information

Your Recall Information



Recall Status: Remedy Available

Recall Number: EGG 2018-20 MDX Fuel Pump Mtr Saf

Recall Exp2

[View Recall Details](#)

What You Need to Know About Open Recalls

1. 1 in 6 cars on US roads today have an open recall.
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3. Safety recalls are issued for significant issues; don't delay getting repairs.
4. New recalls are issued every month, even for older cars.

[Learn More](#)



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From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: 2 Open Recalls for your 2019 ACURA MDX SH-AWD
Date: January 10, 2024 at 4:12 PM
To: [REDACTED]



Your Car Care Dashboard

January 2024

2019 ACURA MDX SH-AWD

Estimated Mileage - 66,722 mi.

\$	History Based Value Sell Your Car	\$25,140* Trade-In Value	>
*Estimated value. Pending inspection			
	2 Open Recalls Reported as of 01/02/2024	2 Due Now	>
	Oil Change	9 Months Left	>
	Tire Rotation	9 Months Left	>
	Tread Life	2 Years Left	>
	Registration	1 Year Left	>
	Safety Inspection Not enough data for estimate	+ Add Record	>



Emissions Inspection

Not enough data for estimate



Add Record



[View More Service Details](#)

[Something wrong? Let us know](#)

Contact Your Shop

Your shop is here for you if you have any issues with your vehicle.

Naples Acura

659 Airport Pulling Rd S, Naples, FL 34112

4.8 out of 5 (504 Verified Reviews)

[Schedule Appointment](#)

(833) 941-0252

Recent Service History

Naples Acura

11/29/2023 - 65,473 mi.

Service Performed

- Vehicle serviced
- Recommended maintenance performed
- Maintenance inspection completed
- Tires rotated
- Brakes checked

From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: ⚠️ Recall Issued for Your 2019 ACURA MDX SH-AWD
Date: December 19, 2023 at 6:08 PM



Recall Alert

There is a new recall record received for your **2019 ACURA MDX SH-AWD**.



CARFAX will email you when additional information about repairs is available to CARFAX. This email is for informational purposes only.

Your Recall Information

Recall Status: **Remedy Not Available**

Recall Number: KGD Acura Fuel Pump Motor Recall
Expansion Stop Sale

[View Recall Details](#)

What You Need to Know About Open Recalls

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[Learn More](#)



Download the Car Care mobile app today!



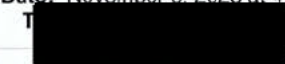
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From: CARFAX Car Care CARFAX@carcare.no-reply.carfax.com
Subject: ⚠️ Recall Issued for Your 2019 ACURA MDX SH-AWD
Date: November 9, 2023 at 4:08 PM



Recall Alert

There is a new recall record received for your **2019 ACURA MDX SH-AWD**.



CARFAX will email you when additional information about repairs is available to CARFAX. This email is for informational purposes only.

Your Recall Information

Recall Status: **Remedy Not Available**

Recall Number: XG1 2015-20 Acura Connecting Rod Bearing Stop Sale

[View Recall Details](#)

What You Need to Know About Open Recalls

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RDC 03 0 Lb 4.80 Oz

FROM:

Delivery date specified for domestic use.

Payments include \$100 of insurance (restrictions apply).*

International insurance

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: DELIVERY CONFIRMATION

Sender:

DOT 3/25/2024 12:42:38 PM

LATE ENVI
ANY WEIGHT



DELIVERY DAY: 03/25/24

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Esteros, FL

TO:

*Administrative, NHTSA
1200 New Jersey Ave, SE
Washington, DC 20590*

Label 229, March 2016

FOR DOMESTIC AND INTERNATIONAL USE