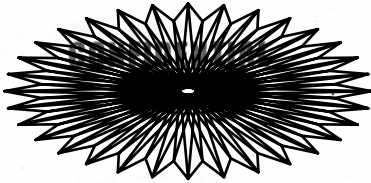
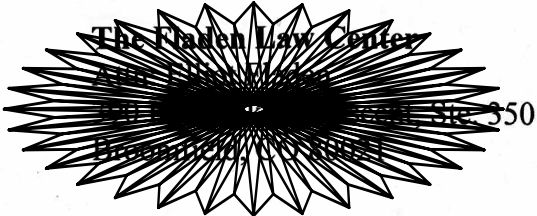


HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000



April 2, 2019



RE: Dennis Nguyen v. American Honda Motor Co., Inc.
Vehicle: 2016 Acura MDX VIN: 5FRYD4H26GB018582

Dear Mr. Fladen:

Thank you for providing American Honda Motor Co., Inc. (AHM) the opportunity to review and address your client's concerns. We reviewed Dennis Nguyen's service & repair history regarding his 2016 Acura MDX with the servicing dealerships, Courtesy Acura. Our records indicate that the customer's concerns have been addressed per the terms of Acura's New Vehicle Limited Warranty.

Based on our current available information, there has been neither an excessive number of repairs nor days out of service for a specific nonconformity that substantially impairs the use, value or safety of your client's vehicle. As a result, we will respectfully decline assistance to your client.

We regret any inconvenience your client may have experienced. Should any new information become available, please submit it to my attention and American Honda would be happy to re-evaluate the case.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Albert Pimentel
Mediation Department
Phone 310-781-5039
Fax 310-224-6011