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<b>Type:</b>	Customer E-mail
<b>From:</b>	[REDACTED]
<b>To:</b>	"Webmaster <NHTSA>" <Webmaster@nhtsa.dot.gov>
<b>Subject:</b>	Defective Airbag

NOV - 5 2004

~~MAR 5 2005~~

From: [REDACTED]

Comments:

I have a 2000 Acura 3.5RL that has a problem w/the passenger side airbag. I have been told that it will cost SIX HUNDRED DOLLARS to repair it. I was also told that the problem was caused by a "magnetic field" within my vehicle that affects the airbag. Should this be covered by my FULL WARRANTY COVERAGE on my vehicle & is this a problem being experienced by others? Thank you for any assistance you may provide.

From NHTSA Web Site.

**Jimenez, Alberto**

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To: [REDACTED]  
Subject: Defective Airbag

MAR 28 2005

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) <<http://www.nhtsa.dot.gov/ivoq>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems) <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

P.S. NHTSA's Web site provides information concerning manufacturers' recalls, service bulletins, consumer complaints, investigations, etc. at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems). Review these files for information about your vehicle. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at