



NHTSA #: ES06-000674  
XREF #:  
Delivery: MESSENGER ENV.

Rec'd Date: 2/3/2006  
Doc Type: CNG  
Address To: DOT/1

Referred By: NEC-110  
Doc Date: 12/19/2005  
Due Date: 2/14/2006

S10 #: [REDACTED] DOT/1 #: 2005-6087 RMP #:  
Subject: FAX FM [REDACTED] (OR) DISAPPOINTED IN THE WAY ACURA HANDLED THE  
BRAKES AND RADIO DEFECTS IN THEIR 2005 ACURA RL, ES HAVE NO RECORD OF PREV.  
CORRESPONDENCE FM [REDACTED]

Ack Date:  
Sign Office: EXTERNAL  
AFFAIRS

Ack By:  
Signature: HARRINGTON

Signed For:

Cleared Date:  
File Loc:  
Added By: SHARRIS x62534

Cleared By:  
XREF File:  
Modified By: LOGLESBY

Cleared For:  
Closed Date:

Most Recent Comment:

**Author:**

GORDON H SMITH  
UNITED STATES SENATE

WASHINGTON, DC 20510  
Tel: Fax: E-mail:

2006 FEB -6 AM 9:08

| Assigned To | Task           | Asgn Date | Deadline  | Returned Date |
|-------------|----------------|-----------|-----------|---------------|
| NVS-200     | REPLY          | 2/3/2006  | 2/14/2006 |               |
|             | Return Process | 2/3/2006  |           | 2/3/2006      |
| ODI         | REPLY          | 2/3/2006  | 2/9/2006  |               |
| NVS-010     | INFORMATION    | 2/3/2006  |           | 2/3/2006      |
| NIA-110     | INFORMATION    | 2/3/2006  |           | 2/3/2006      |
| 110         | INFORMATION    | 2/3/2006  |           | 2/3/2006      |
| 120         | INFORMATION    | 2/3/2006  |           | 2/3/2006      |

*Am. mail  
2/6/07*

GORDON H. SMITH  
SENATOR

NHTSA

COMMITTEE  
FINANCE  
COMMERCE, SCIENCE, AND TRANSPORTATION  
ENERGY AND NATURAL RESOURCES  
RULES AND ADMINISTRATION  
INDIAN AFFAIRS  
SPECIAL COMMITTEE ON ASIAN

# United States Senate

WASHINGTON, DC 20510-5704

December 19, 2005

Ms. Nicole Nason  
Assistant Secretary for Government Affairs  
U.S. Department of Transportation  
400 Seventh Street, SW, Room 10408  
Washington, DC 20590

Dear Ms. Nason:

On November 28, 2005 [redacted] contacted the National Highway Traffic Safety Administration regarding concerns he had with his Acura. He reports he has not received a response.

In an effort to be of assistance to my constituent I am forwarding a copy of his letter to your office and I would be grateful for your attention to this matter. Your assistance in expeditiously handling this matter and securing full and fair consideration will be deeply appreciated.

With kind regards.

Sincerely,



Gordon H. Smith  
United States Senator

EXECUTIVE SECRETARIAT  
2005 FEB -3 A 10 12  
TRANSPORTATION

GHS:jar  
Enclosure

Copy:

[redacted]  
Keizer, OR [redacted]

Customer Relations Department  
Acura  
1919 Torrance Blvd. 500-2N-7B  
Torrance, CA 90501-2746

2005-6087  
ES06-000674

November 28, 2005

National Highway Traffic Safety Administration (NHTSA)  
Department of Transportation  
Washington, D.C. 20590

NHTSA:

My wife and I bought a 2005 Acura RL on June 16, 2005. Our purchase was made through an authorized Acura dealer, Acura of Salem, 2475 Commercial Street SE, Salem, Oregon 97302.

Two defects have shown up since we bought this Acura. Both of the defects in the car were brought to the attention of Acura of Salem's Service Department by my wife and me. We received no prior notice of these defects from Acura and had to discover them for ourselves.

In both instances, the Acura of Salem service manager informed us that Acura was aware of the defects. Nevertheless, Acura was not doing anything about each defect until the purchaser brought the car to the attention of an Acura service department.

Defect one had to do with the brake assembly in that some part was not made to fit properly and had to be retrofitted to stop the loud rattling and banging whenever the car was driven over uneven pavement or rough surface. Defect two had to do with the radio system wherein one day, when we tried to use the radio, we received a "Code Entry" message on a screen in the car and the radio would not work.

The first defect struck us as a *safety issue* in that it had to do with an improper fit in the brake assembly. The second struck us as a *safety issue* because -as a result of its malfunction- the battery can totally lose its energy. Both defects were eventually repaired by Acura of Salem's Service Department; they now appear in working order.

We believe these two defects are safety issues but they were not dealt with that way by Acura. I've had a brief conversation with Acura of Salem's General Manager in which he was adamant in arguing that these defects were not safety issues because, he said, if they had been safety issues, Acura would have issued a recall notice to us and other owners of the 2005 Acura RL.

Now, we don't know what else is wrong with this car because Acura's apparently decided to use recall notices sparingly, if at all, and only if the company decides something is a safety issue. We think Acura should be required to notify purchasers of its products when it knows its cars have a defect, defined as a "safety issue" or not!

Please respond to our complaint. And share it with Acura, too, as we are disappointed in their handling of defects in the 2005 Acura RL.

Sincerely,

  
Keizer, Oregon  


2005 Senate Report - Governmental Affairs Correspondence  
Control Sheet (D-10), Room 10408

01-Feb-06

Congress Number: 2005 - 607  
Received Date: 2/21/2005  
Date of Release: 2/27/2005  
Member's Party: 2/19/2005  
Member Last Name: Smith  
Member First Name: Gordon  
Member Organization: United States Senate  
Address 1:  
Address 2:  
City: Washington  
State: DC  
Zip: 20310

Continuation File Name: [REDACTED]  
Continuation Date: [REDACTED]

Action Office: National Highway Traffic Safety Administration  
Subject: his Acura

Action Office Code: NHTSA  
Date: 2/28/2006

Member Contact: jar  
Priority: Yes

Member Contact Phone:  
Close Date:

Remarks:

State Reply/Contact Copy: Yes

Congressional Affairs Contact: Maria Harrison at (202) 366-4573