



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

16-JAN-2009

Repository ☐

Reference No.
10255312

OWNER INFORMATION (Type or Print)

Name

Address

City

FRAMINGHAM

State

MA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, you agree to provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 03/31/09

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
19UUA65545A

Make
ACURA

Model
TL

Model Year
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

10-JAN-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT

Failure Mileage
21000

Failure Speed
20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2005 ACURA TL. WHILE DRIVING 20 MPH, THE CONTACT HEARD A LOUD POPPING AND GRINDING NOISE. HE EXITED THE VEHICLE AND NOTICED THAT THE DRIVER'S SIDE WHEEL WAS BENT OUTWARDS FROM THE HOOD. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE LOWER BALL JOINT FAILED AND CAUSED THE WHEEL TO COME OFF. THE VEHICLE WAS REPAIRED. THE MANUFACTURER ADVISED THE CONTACT TO CALL THE DEALER TO DETERMINE THE CAUSE OF THE FAILURE. AFTER FURTHER INVESTIGATION, IT WAS DETERMINED THAT THE DEALER WAS THE CAUSE OF THE FAILURE AND NO COMPENSATION WOULD BE MADE. THE FAILURE AND CURRENT MILEAGES WERE 21,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To Whom It May Concern:

The purpose of this letter is to document concerns about the safety of the 2005 Acura TL, and to request that damages caused by the incident are fully compensated for. I bought a brand new 2005 Acura TL 6-sp manual navigation from Herb Connolly Acura in Framingham, MA on January 15, 2006. Upon delivery of the car, it was noted that the car pulled strongly to the right while driving on a perfectly straight road without acceleration. The service managers diagnosed this symptom (without even looking at the car) as torque steer. At every service interval, I complained about the dangerous pulling of the vehicle. Although I had complained several times, Herb Connolly Acura consistently failed to document my concerns on paper. Additionally, the car began to mysteriously pop out of or grind into third gear. This was an intermittent problem which grew worse and worse as the weather got colder.

On January 1, 2009, at only 20,500 miles, my vehicle failed to start prompting me to take the car in for service. Once again, I complained about the constant pulling of the steering wheel which has plagued me since buying the car. The remedy this time was a \$99 four wheel alignment of the car. I was short on time this day, so therefore did not complain about the transmission. Upon delivery of the car, it was noted that the Herb Connolly Acura had once again failed to fix the pulling, and furthermore did not provide us with any paperwork for the work completed.

On January 6, 2009, I took my vehicle in to complain once again about the pulling problem. I also took the time to complain about the third gear transmission pop-out issues. Acura has had this problem in their six-speed manuals for quite some time now. Three days later, I was called and told that my car could not be aligned because it had a bent lower control arm which would not be covered under warranty. I stated that I had never driven this car over any large potholes, nor had I abused the car in any way. Magically, the car was aligned by the next morning and ready to pick up. Again, upon delivery, the paperwork was not complete but this time the car was aligned to satisfaction.

On January 10, 2009, only 20 miles after picking the car up from Herb Connolly Acura, the car skidded to a stop inside the Sumner Tunnel in Boston because of a failed lower ball joint. The ball joint had ripped out the drive shaft, bent the lower control arm, damaged the body, and leaked transmission fluid all over the road. Ironically, the technicians at Herb Connolly Acura had extensively test driven and state inspected the car that morning. The car was towed to Herb Connolly Acura and put into repair once again. This was a very traumatic experience for my family, and no one feels safe driving the vehicle.

On January 15, 2009, the car was said to be ready for pickup by the service attendant (insert name). Upon inspection, some of the body work was not up to par and the tires, which were damaged in the incident, were replaced with nearly bald ones. Once again, Herb Connolly Acura handed us the keys without proper documentation of the work completed. When asked for this paperwork, the service manager told us that the car was not ready yet. Had I not asked for the paperwork, I could have driven away with very dangerous consequences. This is the third time Herb Connolly Acura failed to give me proper documentation of what work was completed. This time, I refused to take the car back because of the dangerousness of driving this vehicle, and my grave concern that Herb Connolly Acura is not qualified to do such repairs.

The incident on January 10, 2009, has caused me great distress and despair. Due to the negligence on behalf of Herb Connolly Acura mechanics, my car has been damaged in a manner which unacceptable for me to take back. It is for this fact that I am requesting that a new replacement vehicle is given to me.

FRAMINGHAM, MA

Customer Number: 58041

Invoice No: 109398

Ⓐ HERB CONNOLLY ACURA

INVOICE

500 Worcester Road, Rte. 9

FRAMINGHAM, MA 01702

508.820.9313

800.696.9313

FAX: 508.875.2485

www.herbconnollyacura.com

PAGE 1

FRAMINGHAM, MA

Home: Bus:

Cell:

Email: SERVICE ADVISOR: 142 TIM KLINGENBERGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GX	05	ACURA TL	19UUA65545A		20718 20720		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JAN06			17:00 03JAN09			CASH	03JAN09
R.O. OPENED		READY	OPTIONS: STK:AA1423 DLR:251250 1)GX/QZ 2)RADIO 53346 3)NAV 1085 4)GIL				
12:30 03JAN09		13:10 03JAN09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S CAR FOUND DEAD- BATTERY DEAD - JUMP STARTED TO GET GOING

CAUSE: FAILED

710100 BATTERY - REPLACE.

74 WP40

1 31500-SD4-100M BATTERY (24F/550AMP)

(N/C)

(N/C)

FC: 561

PART#: 31500-SD4-100M

COUNT: 1

CLAIM TYPE: 07001

AUTH CODE:

B** PERFORMED FOUR WHEEL ALIGNMENT

AL PERFORMED FOUR WHEEL ALIGNMENT

74 CP

99.95

99.95

YOU MAY RECEIVE A SURVEY FROM ACURA
YOUR RESPONSE AND OPINION IS OF GREAT
IMPORTANCE TO OUR DEALERSHIP.
IF WE DID NOT MEET YOUR WELL DESERVED NEEDS
IN ANY WAY CONTACT JIM BROWN (800-696-9313)

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STATE OF THE ART COLLISION CENTER

AND

PAINT FACILITIES

508.879.0300

800.696.9313

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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 99.95
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 99.95
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 99.95

Customer Copy

Page 1 of 1

Customer Number: 58041

Invoice No: 109505

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FRAMINGHAM, MA

Home:

Bus:

Cell:

Email: 12JAN06

INVOICE

PAGE 1

SERVICE ADVISOR: 142 TIM KLINGENBERGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GX	05	ACURA TL	19UUA65545A		20810 20818		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JAN06			17:00 10JAN09			CASH	10JAN09
R.O. OPENED	READY	OPTIONS: STK:AA1423 DLR:251260 1)GX/QZ 2)RADIO 53346 3)NAV 1085 4)GIL					
09:24 07JAN09	14:46 10JAN09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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B C/S POPS OUT OF THIRD GEAR

CAUSE: 08-018

213205 TRANSMISSION - OVERHAUL. ALWAYS REMOVE
RELEASE BEARING, CLEAN AND LUBRICATE SLIDING
SURFACES AND RELEASE-FORK

181 WP40

1 23444-RDE-315 GEAR SET

3 08798-9031A FLUID, MT

1 94109-14000 WASHER, DRAIN (14MM)

1 94109-20000 WASHER, DRAIN (20MM)

2 90168-SP0-000 BOLT, FLANGE (10X25)

4 90163-SDB-A00 BOLT, FLANGE (10X30)

4 90170-SDA-A01 BOLT, FLANGE (10X34)

2 90163-SDA-A01 BOLT, FLANGE (10X35)

1 90169-SDA-A01 BOLT, FLANGE (10X62)

2 90167-SEP-A00 BOLT, FLANGE (10X70)

1 90167-SEP-A11 BOLT, FLANGE (10X75)

1 90167-SCV-A01 BOLT, FLANGE (10X97)

2 90186-SDA-A00 BOLT, FLANGE (12X33)

2 90396-S5A-010 BOLT, FLANGE (12X75)

2 90176-SDA-A00 BOLT, FLG (14X135)

2 90177-SDA-A00 BOLT, FLG (14X150)

2 18212-SA7-003 GASKET, EX. PIPE

1 18393-SDB-A00 GASKET, PRE CHAMBER

4 90361-SEP-A00 NUT, FLANGE (10MM)

9 90212-SA5-003 NUT (10MM)

2 91309-PX4-003 O-RING (16X2.1)

1 91307-PR8-005 O-RING (29.7X2.4)

1 91305-PN4-003 O-RING (37.7X3.5)

1 91216-PG1-005 OIL SEAL (28X43X7)

1 91206-P0Z-005 OIL SEAL (35X54X8)

1 91205-P0X-005 OIL SEAL (40X56X9)

4 94201-20350 PIN, SPLIT (2.0X35)

1 44319-S0X-A01 SET-RING (30X2.2)

(N/C)

(N/C)

(N/C)

(N/C)

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(N/C)

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(N/C)

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DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 3

Customer Number: 58041

Invoice No: 109505

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INVOICE

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PAGE 2

FRAMINGHAM, MA

Home: Bus:

Cell:

Email: SERVICE ADVISOR: 142 TIM KLINGENBERGER

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GX		05	ACURA TL		19UUA65545A		20810 20818		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
12JAN06			17:00 10JAN09				CASH	10JAN09	
R.O. OPENED		READY		OPTIONS: STK:AA1423 DLR:251250 1)GX/QZ 2)RADIO 53346 3)NAV 1085 4)GIL					
09:24 07JAN09		14:46 10JAN09							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	44319-S0X-A01	SET-RING (30X2.2)					(N/C)
1	90442-397-000	WASHER (6MM)					(N/C)
213205M	ADD FOR ALIGNMENT						
181	WP40						(N/C)
36VG90	2009 TL GRAY 36VG90 19A002395						
181	WPR						(N/C)
FC: 03214							
PART#: 23444-PYZ-306							
COUNT: 1							
CLAIM TYPE: 04101							
AUTH CODE:							

C E-BRAKE, HAS TO PULL ALL THE WAY BACK FOR IT TO ENGAGE
CAUSE: INOP412099 LUBE/ADJUST PARKING BRAKE CABLE
181 WP40

(N/C)

FC: 07405
PART#: 06433-S0K-505RM
COUNT: 0
CLAIM TYPE: 03217
AUTH CODE:*****
D** STATE STICKER NEEDS TO BE PRE-QUALIFIED TO ENSURE WILL PASS
SI STATE STICKER NEEDS TO BE PRE-QUALIFIED TO
ENSURE WILL PASS

181 CP

29.00 29.00

-5732

5086200400

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INVOICE

PAGE 3

FRAMINGHAM, MA

Home: Bus:

Cell:

Email: HOME

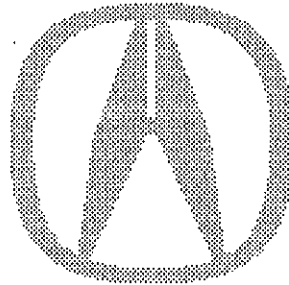
SERVICE ADVISOR: 142 TIM KLINGENBERGER

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ACURA

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Customer Copy

Page 3 of 3