

 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 OCT - 4 2011 07-SEP-2011		Repository ☐ Reference No. 10424089	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City BOSTON		State MA	Zip Code		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2HNYD18886H		Make ACURA	Model MDX	Model Year 2006	
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 ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage 100200	Failure Speed 0	
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 2006 ACURA MDX. THE CONTACT STATED AFTER GETTING OUT OF HIS VEHICLE, IT BEGAN TO ROLL BACKWARDS CRASHING INTO ANOTHER VEHICLE. THE POLICE WERE NOT NOTIFIED NOR WAS ANYONE INJURED. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED HIM THAT THE IGNITION KEY CONVERTER FAILED AND NEEDED TO BE REPLACED. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 100,200. I parked on my job parking lot as usual, I locked the vehicle and got to my office, within five minutes my boss notified me my vehicle had hit his vehicle park 100 feet back to back. I went out to look then the vehicle damaged his driver side and passenger side door including a rearview mirror. Shocked I investigated the cause. I checked the gear still on drive, I found out that the key supposed to lock while the shift gear on drive failed, I took to Acura dealers they found the converter failed to lock.					
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.					

I attached their investigation report along with this report, though they didn't solve the converter problem for the cause, they said they don't cover

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I had a old Nissan I never witness like this before, I bought this Acura MDX recently from second owner, even if vehicles never had such problem, they should manfatur take it seriously regard to the safety of the driver! Though they aware of the problem, they don't like to fix the failur, I'm not talking about door handle this is life issue, all car in USA equiped with lock mechanism for safety reason, since driver forget to put the shift on park before they get of the vehicle I believe that why we have a key lock mechanism to avoid roll. Acura should take it as Human life serious I'm lucky no major accident happend, it have been dangerous if was park on populus neighborhood.

U.S. Department
of Transportation

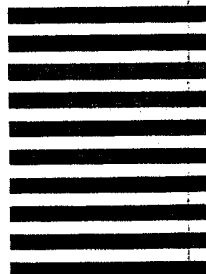
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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IN THE
UNITED STATES



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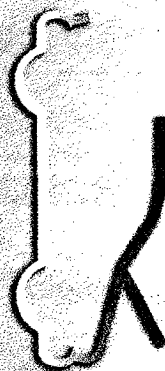
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #: 6174352333

515922

ACURA

of BOSTON

INVOICE

1600 Soldiers Field Road · Brighton, MA 02135
 Service (617) 254-1324 · (800) 536-4994
 Main (617) 254-5400 · Fax (617) 789-4542

BOSTON, MA

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 987 JONATHAN CUNG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	ACURA MDX	2HNYD18886H		101592/101592	T8863	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP11 DD			WAIT 03SEP11		119.00	CASH	03SEP11
R.O. OPENED		READY		OPTIONS: DLR:251083 ENG:3.5 Liter VTEC			

10:06 03SEP11 11:58 03SEP11

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

A C/S WHEN THE SHIFTER IS IN D5 AND TURNING THE KEY TO THE OFF POSITION
 YOU ARE ABLE TO TAKE THE KEY OUT

SOP NO PART IN STOCK- PART ORDERED- CUSTOMER WILL
 BE NOTIFIED BY SERVICE DEPARTMENT WHEN
 RECEIVED.

953 IA
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

101592 TECH VERIFIED KEY COMES OUT IN ANY GEAR POSITION. ORDERED
 KEY CYLINDER/STEERING LOCK ASSY DAILY..

B C/S WHEN THE VEHICLE WAS PARK ON A SLIGHT HILL FACING UP AND THE
 SHIFTER WAS IN D5, THE VEHICLE ROLLED BACK
 NPF COULD NOT DUPLICATE CLIENTS CONCERN AT THIS
 TIME

953 IA
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

101592 VEHICLE WILL ROLL IN ANY GEAR POSITION OTHER THAN PARK.
 NORMAL CONDITION

C CUSTOMER HAS CONTACTED THE ACURA CLIENT SERVICES REGARDING THIS ISSUE
 WITH JUNE 1(800) 382-2238 EXT. 115095
 MA99 MISC MAINTENANCE

953 IA
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

D** 2005-2006 ACURA MDX PCM UPDATE FOR LOCK-UP CONVERTER CLUTCH
 FUNCTION (SUPERSEDES 09-037 DATED 12/14/2009)
 09-037 2005-2006 ACURA MDX PCM UPDATE FOR LOCK-UP
 CONVERTER CLUTCH FUNCTION (SUPERSEDES 09-037
 DATED 12/14/2009)

953 WARR

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
 Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DESCRIPTION	(N/C) TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 6174352333

515922

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of BOSTON

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SERVICE ADVISOR: 987 JONATHAN CUNG

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03SEP11	DD		WAIT 03SEP11		119.00	CASH	03SEP11

R.O. OPENED	READY	OPTIONS:
10:06 03SEP11	11:58 03SEP11	DLR:251083 ENG:3.5_Liter_VTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00

101592 TECH PERFORMED PCM UPDATE PROGRAM ID DJA790

THANK YOU FOR CHOOSING ACURA OF BOSTON !!

WE ARE READY TO SERVE YOU WITH ALL YOUR
VEHICLE NEEDS.
YOU MAY SCHEDULE YOUR SERVICE APPOINTMENTS
AT WWW.ACURAOFBOSTON.COM



Bernardi
AUTO GROUP

EXCLUSION OF WARRANTIES

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

CUSTOMER COPY

24 SEP 2011 PM 15T



[REDACTED]
Boston, Ma, [REDACTED]

US Department of Transportation
National Highway
Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

