

CI-10448678-408

FEB 13 2012

Ashland MA

1/13/2012

US Department of Transportation
NHTSA Headquarters
Office of Defects Investigation (NVS210)
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Subject: 2004 Equipment failure on Acura TL with 52,967 miles on October 22, 2011

Dear Sir or Madam,

I am writing to advise you of a serious safety concern that I have regarding my 2004 Acura. I am the second owner of this car which I purchased from a family member in May 2008. The car was well maintained with regular service and low mileage. The car has been in no accidents.

On October 22, 2011, I was backing out of a driveway in Milton MA. I stopped in the street and turned the wheel counterclockwise to drive up the street when I heard a very loud metallic snap and the front end dropped with a bang. The passenger side front lower control arm ball joint had severed. The unsupported wheel then pulled the axle out of the transmission. The car had to be towed to the dealer for major front end work. I have attached a copy of the repair bill.

My concern is that this may have led to a fatal accident if it had occurred on a highway such as Rt 95 which I planned to drive on a short time later. The damage was so extensive that the car would have been uncontrollable at highway speeds.

The dealer told me that dealer service may have found the problem before the failure. While that is possible, I still don't think that a control arm ball joint should fail after 53,000 miles.

I researched for recalls related to this and was unable to find any so I am reporting this in case it has happened to others but the frequency may still be low. I hope that you can add this information to your database in case it supports a future recall. I am very concerned that the next person with my make and model car may be traveling at high speeds when this occurs and will not be as fortunate as I was.

NM
2/14/12
JW

2004 Acura



Front wheel after ball joint failure



Front wheel after failure – Tire Removed



Removed Ball joint showing failure



Customer Number: 76962688

Invoice No: 72909

**PRIME ACURA**

103 Providence Highway

Walpole, MA 02032

(508) 660-1100

Fax (508) 668-9638

www.primeacura.com

www.primemotorgroup.com

INVOICE

MILTON, MA

ASHLAND, MA

Home:

Bus: N/A

Cell:

Email:

SERVICE ADVISOR: 2153 CHRISTIAN PREUSSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	04	ACURA TL	19UUA66254A		52967 52970	3492	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
20NOV03			21:00 26OCT11		VAR	CASH	25OCT11
R/O OPENED		READY	OPTIONS: STK:A4309 DLR:251147 ENG:J32A3-1009291 TRN:3815 AXL:65365				
07:01 24OCT11		14:56 25OCT11					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A CUST STATES FRT WHEEL FAILURE, NITE DROP, TOWED IN E FELL OFF CHECK AND ADVISE						
		MISC REPLACED BOTH LOWER BALL JOINTS AND RT AXLE ASSY				
	1454	CPA	hrs.		788.96	788.96
	1	44305-SDB-A00 DRIVESHAFT ASSY., R.		366.89	366.89	366.89
	2	51220-SDA-A02 JOINT, FR. BALL		97.27	97.27	194.54
	2	94201-30450 PIN, SPLIT (3.0X45)		0.55	0.55	1.10
	2	44348-SDA-A00 RING, FR. KNUCKLE		15.68	15.68	31.36
		ALIGN CLIENT REQUEST US TO PERFORM A 4-WHEEL ALIGNMENT				
	1454	CPA	hrs.		109.00	109.00
		52967 RT LOWER BALL JOINT BROKE 7.00 REPLACE BOTH FRONT LOWER BALL JOINTS, RT AXLE ASSY, PERFORM FOUR WHEEL ALIGNMENT.				

B WORLD CLASS MULTI-POINT INSPECTION						
		MULTI WORLD CLASS MULTI-POINT INSPECTION				
	1454	CPA	hrs.		0.00	0.00
	52970					

C A \$14.95 VALUE: COMPLIMENTARY HAND CAR WASH AND VACUUM. A SERVICE TO OUR VALUED CUSTOMERS.						
		WV A \$14.95 VALUE: COMPLIMENTARY HAND CAR WASH AND VACUUM. A SERVICE TO OUR VALUED CUSTOMERS.				
	1454	CPA	hrs.		0.00	0.00

D** REPLACE COMPLIANCE BUSHINGS						
		MISC REPLACED BOTH COMPLIANCE BUSHINGS				
	1454	CPA	hrs.		522.96	522.96
	2	51394-SEP-A01 BUSH, FR. COMPLIANCE		53.78	53.78	107.56
		52970 BUSHINGS WORN OUT 4.00 REPLACE COMPLIANCE BUSHINGS.				

E** REPLACE ENGINE OIL AND FILTER. SET TIRE PRESSURES TO FACTORY SPECIFICATIONS. INSPECT AND TEST BATTER CONDITION. TOP OFF ALL FLUID LEVELS (WINDSHIELD WASHER, TRANSMISSION, ANTIFREEZE, POWER STEERING. CHECK ALL LIGHTS AND ACCESSORIES.						
		OF REPLACE ENGINE OIL AND FILTER. SET TIRE PRESSURES TO FACTORY SPECIFICATIONS. INSPECT AND TEST BATTER CONDITION. TOP OFF ALL FLUID LEVELS (WINDSHIELD WASHER, TRANSMISSION, ANTIFREEZE, POWER STEERING. CHECK ALL LIGHTS AND ACCESSORIES.				
	1454	CPA	hrs.		17.42	17.42

YOUR NEXT SCHEDULED SERVICE DUE AT: 56717 MILES**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 falls 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 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.

CUSTOMER SIGNATURE

METHOD OF PAYMENT	CASH	CHK#	AE	VISA	MC	DISC.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL CHARGES	
TOTAL CHARGES	
DISCOUNTS/COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

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Customer Number: **76962688**Invoice No: **72909****PRIME ACURA**

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07:01 24OCT11		14:56 25OCT11					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
		1	94109-14000X WASHER (14MM)	0.35	0.35	0.35
		5	08798-9023 OIL, MOTOR (5W-20)	4.43	2.32	11.60
		1	15400-PLM-A02 FILTER, OIL	7.72	7.72	7.72

52970 0.30 CHANGE OIL & FILTER, TOP OFF FLUIDS.

EST: 2,129.00 24OCT11 09:52 SA: 2153

OUR COMMITMENT TO YOU IS TO GIVE 110% EVERY TIME YOU HAVE YOUR CAR SERVICED AT PRIME ACURA. PLEASE RESPOND TO OUR PHONE AND E-MAIL SURVEYS TO HELP US ACHIEVE OUR GOAL. TO US AND ACURA ANYTHING LESS THAN 10 IS A FAILURE.

Visit us on the World Wide Web
at www.primemotorgroup.com

ACURA
PRECISION CRAFTED PERFORMANCE

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CUSTOMER SIGNATURE

METHOD OF PAYMENT	CASH	CHK#	AE	VISA	MC	DISC.

DESCRIPTION	TOTALS
LABOR AMOUNT	1438.34
PARTS AMOUNT	721.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL CHARGES	24.88
TOTAL CHARGES	2184.34
DISCOUNTS/COUPON	0.00
SALES TAX	46.63
PLEASE PAY THIS AMOUNT	2230.97

Customer Copy

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Ashland MA



CENTRAL MA 014

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US DEPARTMENT OF TRANSPORTATION
NHTSA HEADQUARTERS
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1200 NEW JERSEY AVE S.E.
WEST BUILDING
WASHINGTON D.C. 20590

