

MAY 18 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
[REDACTED]
Colorado Springs, CO [REDACTED]
[REDACTED]

Acura Client Services
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2746

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

re: 2001 Acura MDX

Sir/Maam,

On December 24th, my **Driver side front Suspension Coil Spring** broke, it then pierced the tire, resulting in my vehicle losing control on a highway.

Repair costs: \$2420.96

Rental costs: \$209.31

Additional: see below

From the web site, I see this was a **known issue since 2005**, yet nobody seemed to know about it. **Is there any action I need to take?**

Thanks,
[REDACTED]

Additional note: after the repair was over, the navigation system failed to work due to a missing security code. Right now the vehicle displays Standard time, and I cannot adjust it. In 11 years, I have never put in a code and was unaware that one existed. I had no idea that mechanics were going into my glove compartment and retrieving a card that contained this code. Apparently, during a previous repair, the code was keyed in by the mechanic, who then forgot to put the card back. I was told this time, to acquire the code would entail removing a seat and be an **additional \$300**.

ME
052/12
PW

[REDACTED]
Colorado Springs, CO [REDACTED]



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