

EQ-10460687-2589

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

From: Wells, Cynthia CTR (NHTSA)
To: Johnson, Lajuan CTR (NHTSA)
Subject: FW: VOQ 10460687
Date: Thursday, December 27, 2012 8:39:20 AM
Attachments: RE Your Acura Jack Complaint.msg
RE Your Acura Jack Complaint.msg

From: Hershman, Larry (NHTSA)
Sent: Friday, December 21, 2012 2:46 PM
To: Reid, Randy (NHTSA)
Cc: Wells, Cynthia CTR (NHTSA)
Subject: VOQ 10460687

Johnson, Lajuan CTR (NHTSA)

From: [REDACTED]
Sent: Monday, July 02, 2012 12:43 PM
To: Hershman, Larry (NHTSA)
Subject: RE: Your Acura Jack Complaint
Signed By: [REDACTED]

Hi Larry,

Unfortunately, I threw away the unsafe jack. However, I've got a replacement jack (same kind, from Honda Motor company) and I'll look.....stay tuned.

Take Care>>> [REDACTED]

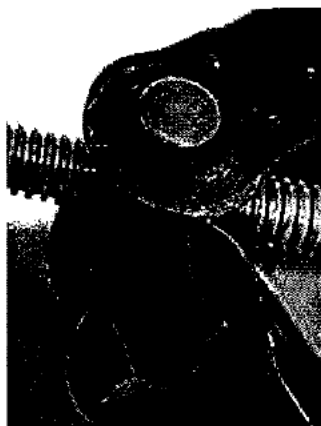
From: Larry.Hershman@dot.gov [mailto:Larry.Hershman@dot.gov]
Sent: Monday, July 02, 2012 11:43 AM
To: [REDACTED]
Subject: RE: Your Acura Jack Complaint

Hi [REDACTED]

Thanks so much for your fast reply and all the information and photos you sent me. I've got one follow up question: I'm sending you close-ups of your photo showing the hinges on each side. Does the metal go completely around the hinge points are is it open, as in a "C" in the 3rd photo?

Thanks,

Larry Hershman



From: [REDACTED]
Sent: Saturday, June 30, 2012 9:50 AM
To: Hershman, Larry (NHTSA)
Subject: RE: Your Acura Jack Complaint

Hi Larry,

Please see in-line in red

Thank you!

From: Larry.Hershman@dot.gov [mailto:Larry.Hershman@dot.gov]

Sent: Friday, June 29, 2012 3:12 PM

To: [REDACTED]

Subject: Your Acura Jack Complaint

Dear [REDACTED]

My name is Larry Hershman and I am an investigator for the National Highway Traffic Safety Administration (NHTSA), part of the U.S. Department of Transportation. I am contacting you about the complaint you submitted to us on June 5, 2012 (Reference # 10460687, attached) about the failure of the jack on your 2007 Acura MDX. NHTSA is looking into jack failures and we are interested in getting more information from you about your complaint.

Please provide the following information as completely as you can:

1. Which tire were you changing – front or rear, driver or passenger side? Passenger Front
2. Was the emergency parking brake engaged? Yes
3. Which wheels, if any were chocked/blocked? None – The car was in park and this is an AWD system.
4. What gear was the car in: Park, Neutral or some other gear? Park
5. Did the jack rotate or move before it collapsed? If so, which way? Did it bend? The jack slightly bent toward the passenger front tire
6. Did the car move right, left, toward the front or toward the rear, or just fall straight down when the jack collapsed? Toward the front
7. Describe the surface/ground when the jack collapse occurred. Was it smooth asphalt or gravel? Was it level ground or sloped, and if so, was the front or rear uphill? The ground was paved, relatively level. If you were to spill a cup of water, it would take it's time moving toward the front of the vehicle.
8. Any other information you can think of relating to this incident. When I compared the defective jack's physical characteristics to the one I have in my GMC suburban, it is clear that the defective jack is just plain not made for the heavy vehicle for which it was installed. Summary statement: under-spec'd jack.
9. You mentioned in your complaint that you have pictures of the jack. If possible, please attach copies to your reply email to me. Attached....

Thank you for bringing your complaint to our attention. We depend on consumer complaints to highlight emerging defect trends and support our defect investigations. Please feel free to contact me if you have any questions.

Please keep me in the loop as to outcomes and dispositions. Thank you! -Dustin

Thank you,

Larry Hershman

Office of Defects Investigation, NVS-212

Office of Vehicle Safety - Enforcement

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U.S. Department of Transportation
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