

## INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------|--|
| <br>U.S. Department of Transportation<br>National Highway Traffic Safety Administration                                                                                                                                                                                                                                                                                                                                                                                                         |  | <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET: www.nhtsa.dot.gov/hotline |  | FOR AGENCY USE ONLY 100148<br>Date Received<br>NOV 29 2012<br>16-OCT-2012 |                                | Repository <input type="checkbox"/><br>Reference No.<br>10480673 |  |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                  |  | Daytime Telephone Number                                                  |                                | E-mail Address                                                   |  |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                  |  | Evening Telephone Number                                                  |                                |                                                                  |  |
| City ATLANTA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | State GA                                                                                                                                                                                         |  | 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).                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>19UUA662X4A                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                  |  | Make ACURA                                                                |                                | Model Year 2004                                                  |  |
| Date Purchased 6/2006                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Dealer's Name and Telephone Number Sons ACURA (770) 968-5252                                                                                                                                     |  |                                                                           |                                | Engine: No: Cylinders 6                                          |  |
| Original Owner <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Dealer's City                                                                                                                                                                                    |  | State                                                                     |                                | Zip Code                                                         |  |
| Transmission Type Automatic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | <input checked="" type="checkbox"/> Antilock Brakes                                                                                                                                              |  | Powertrain                                                                |                                | Incident Date(s) 09-AUG-2010                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <input checked="" type="checkbox"/> Cruise Control                                                                                                                                               |  | Multiple Failure:                                                         |                                |                                                                  |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| Vehicle Component Code: 162000 STRUCTURE: BODY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                  |  |                                                                           |                                | Failure Mileage 80000                                            |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Tire Model (Name or Number)                                                                                                                                                                      |  |                                                                           | Tire Size (Example P215/65R15) |                                                                  |  |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                                                             |  | Failure Location:                                                         |                                |                                                                  |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                  |  |                                                                           | Tire Failure Type:             |                                                                  |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Date Manufactured:                                                                                                                                                                               |  | Model No./Name:                                                           |                                |                                                                  |  |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Installation System:                                                                                                                                                                             |  |                                                                           |                                |                                                                  |  |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Failed Part:                                                                                                                                                                                     |  |                                                                           |                                |                                                                  |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                         |  | Number of Persons Injured 0                                               |                                | Number of Deaths 0                                               |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                                                                  |  | Reported to Police N                                                      |                                |                                                                  |  |
| <b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br>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 2004 ACURA TL. THE CONTACT STATED THAT DASHBOARD CRACK UNDER THE PASSENGER SIDE AIR BAG. THE CONTACT STATED THE PASSENGER SIDE AIR BAG HAD BECOME EXPOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE DASHBOARD WAS NOT COVERED UNDER WARRANTY. THE FAILURE MILEAGE WAS 80,000 AND THE CURRENT MILEAGE WAS 125,000.                                                                                                                                                                                        |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                  |  | ATTACH ADDITIONAL SHEET(S) 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 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. |  |                                                                                                                                                                                                  |  |                                                                           |                                |                                                                  |  |

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

Passanger Air Bag Has made Dash Crack in Several places all Outlying the air bag. The Dash is cracked in several places and in my opinion will cause Harm or fatality if air bag is deployed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

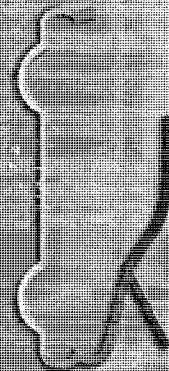
WASHINGTON, DC

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](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Defect Reporting Form (VDRF)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

11/15/12

To whom it may concern,

I purchased my 2004 Acura TL vin#19UUA662X4A [REDACTED] certified pre-owned from My local Acura Dealership here in Atlanta, Ga Sons Acura 7060 Jonesboro Road, Morrow, GA 30260 in 2006. Since I have owned this vehicle I had had many major issues with it such as the transmission going out, the discovery of the fact the seats had been painted and then to top it all off the dashboard cracking. I first noticed that you could start to see the shape of the passenger air bag imprint in the dash at about 70k and then it got worse until the dash split open as if someone perfectly cut along the lines of the passenger airbag. I immediately informed my local dealer seeing that the car gets it's regular servicing from this location when I was informed that is was a cosmetic issue and quoted \$1200.00 for the repair. As I started to research the problem I noticed that there were thousands of other TL owners with the exact same cracks so many to the point our local new station ran a story on this. I am completely confused how Acura as a luxury car company can allow this to go on and not consider this a defect. I am at the point now that I am afraid to allow anyone in my passenger seat because I have no Idea if we were in a collision how these cracks will affect airbag deployment. I have personally contacted the **NHTSA** and placed a complaint in regards to this matter as well as called Acura corporate several times with no assistance. Please advise me how Acura feels it is ok to completely leave us owners out here on a limb and responsible for poor production of this dash. If you take a look in a parking full of cars older than 2004 there dashes are not cracked not even domestic brands. This situation has really turned me against Acura as much as I wanted to purchase a new TL but the dismissal of any liability in this situation by Acura has completely turned my stomach and those of other Acura owners I have shared the stories and FB page with. Please review this situation we need help in getting our cars repaired and safe for our families and \$1200.00 out of my pocket is not the answer. I have enclosed pictures to show how the cracks started and the current state of them now. Please review my letter and even view the Face Book page Acura TL defective dash and see the comments of your consumers and customers who invested good money in a brand that is known for excellence and now are being left in the dirt with less than.

[REDACTED]  
ATLANTA,GA [REDACTED]  
[REDACTED]

