

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Upload
Date: Tuesday, October 22, 2013 9:53:59 AM

From: Chan, Steve (NHTSA)
Sent: Monday, October 21, 2013 11:25 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: Upload

From: [REDACTED]
Sent: Friday, October 18, 2013 11:16 AM
To: Chan, Steve (NHTSA)
Cc: [REDACTED]
Subject: Re: Your report to NHTSA; ref: 2014 Acura RLX steering failure

Steve,

Thank you for the response. Let me answer your questions:

1. Attached a photo of the repair invoice. I can scan in a better copy when I am back in town.
2. I took the photos at the scene. I am not sure if the dealer took photos or not. The photos are attached.
3. The bolt was not recovered. Not sure exactly when it came out or broke off.
4. About a month before the car had a similiar loose feeling that my wife and I both noticed. It felt like a very strong cross wind but the day was very calm. It went away after a 10 seconds and hadn't repeated itself to that degree until this incident.
5. I did post the incident on Acurazine.com. No one had seen this before however this is a brand new model and design. The car has only been on the market for a few months and it is not prominent in the market place. A few people posted on the site that they think the fastener came off on the first incident and then the bolt came loose in the last incident.

Thanks for looking into this.

From: "Steve.Chan@dot.gov" <Steve.Chan@dot.gov>
To: [REDACTED]
Sent: Thursday, October 17, 2013 5:13 PM
Subject: Your report to NHTSA; ref: 2014 Acura RLX steering failure

Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

“I WAS DRIVING DOWN THE FREEWAY WHEN THE BACK-END OF THE CAR BECAME VERY LOOSE AND OUT OF CONTROL. THE CAR WAS SWERVING BACK AND FORTH VIOLENTLY. I WAS ABLE TO GAIN CONTROL

AVOIDING THE CARS TO THE LEFT OF ME AND THE DITCH TO THE RIGHT. I WAS ABLE TO GET THE CAR UNDER CONTROL AND I SLOWED THE SPEED WAY DOWN. I PULLED OFF THE HIGHWAY AND INTO A DRIVEWAY TO INSPECT. I FOUND THE PASSENGER REAR TIRE TILTED INWARDS TOWRDS THE CAR AT ABOUT A 20 DEGREE ANGLE AND FOUND THE TIE ROD THAT CONNECTS THE CAR TO THE NEW ALL WHEEL STEERING DEVICE DISCONNECTED AND LAYING ON THE GROUND. THE BOLT EITHER CAME OUT OR SHEERED OFF. THE CAR WAS TOWED TO THE DEALER AND INSPECTED. THEY TOLD ME IT WAS A DEFECT AND REPAIRED IT UNDER WARRANTY. ACURA CLIENT CARE RECEIVED THE PHOTOS AND A DESCRIPTION FROM THE DEALER. I WAS INFORMED THE BOLT PROBABLY VIBRATED LOOSE.”

1. Please email me a copy of the repair invoice.
2. Who took the photos? Do you have the photos and the description from the dealer? Any photos of your vehicle just after the incident showing the tilted rear tire? Can you email them to me as well?
3. Was the bolt recovered?
4. Was there any prior warning such as abnormal noises or vehicle handling prior to the out of control event?
5. Have you posted your experience in any Acura forums? Any similar incident reported?

Thank you very much.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation /NHTSA

148661

RAY TAYLOR

33

4151

3,183 BELLANC

14/ACURA/RLX/RLX TECH

08/2

WINTER GARDEN, FL

J H 4 K C 1 F 5 1 E C

10/0

E# J35Y4-1201036

JOB# 1 CHARGES

LABOR

J# 1 08ACZ

SUSPENSION CONDITION

TECH(S):845

WARRANTY

C/S REAR SUSPENSION GETS SQUIRRELY WHEN DRIVING. CK RIGHT
REAR TIE ROD.

RIGHT REAR CONTROL ARM BOLT FELL OUT.

REPLACED CONTROL ARM,BOLT AND REAR SPLASH SHIELD <DAMAGED>
AND 4-WHEEL ALIGNMENT.ALSO RETURNED VEHICLE TO CUSTOMER IN
WINTER GARDEN,S.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

1	74510-TY2-A00	CVR, R. \$34.24
1	52350-TY2-A00	ARM B, R\$27.64
2	90118-SNA-000	BOLT, FL\$ 4.92

TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
0.00

G.O.G. & SUPPLIES

FREIGHT (PARTS)

TOTAL - GOG

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX ACCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES









