

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



U.S. Department of Transportation  
 National Highway Traffic Safety Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  06-OCT-2014	Repository <input type="checkbox"/>
	Reference No. 10641683
Daytime Telephone Number [REDACTED]	E-mail Address NOEMAIL@UNK.GOV
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]		
Address [REDACTED]		
City ELK GROVE	State CA	Zip Code [REDACTED]

*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).*

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make ACURA	Model MDX	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code			
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-SEP-2014		

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: ENGINE (PWS), 111100 ELECTRICAL SYSTEM: BATTERY: CABLES	Failure Mileage 17000	Failure Speed
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

*(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
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 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 2014 ACURA MDX. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING AND FAILED TO RESTART. THE DEALER STATED THAT A NEGATIVE CABLE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 17,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS 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.

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): Contact: [REDACTED]  
 Vehicle: 5FRYD4H46EB [REDACTED]

Main: [REDACTED]  
 2014 MDX

Click to View Cust Copy  
 Cell:  
 CRYSTAL-  
 BLACK/  
 EBONY

Mileage: 19,224  
 Service advisor: 2830  
 Tag number: T4028

Payment type: CASH  
 Promised time: 05:00 PM  
 Promised date: 10/10/2014

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A PERFORM INSPECTION FOR ACURA REP (BATTERY CABLE ISSUE) AND GENERAL INSPECTION  
 ENG IPS ENGINE CONCERN 0.55 13.20  
 Tech(s): 1783  
 Pts: 0.00 Lbr: 13.20 Other: 0.00 Total Line A: 13.20  
 Story: 19224 PERFORM BATTERY AND CABLE INSPECTION, CHECKED ALL CABLES, CABLE MOUNTING POINTS AND PERFORM BATTERY LOAD TEST, VEHICLE IS OPERATING PROPERLY AT THIS TIME.

B CHECK AND ADJUST TIRE PRESSURE TO MANUFACTURE RECOMMENDATIONS  
 TP IPS CHECK AND ADJUST TIRE PRESSURE TO MANUFACTURE RECOMMENDATIONS 0.00 0.00  
 Tech(s): 1783  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
 Story: 19224 SET ALL TIRE PRESSURES TO 35 PSI

C PERFORM COURTESY CAR WASH AND VACUUM  
 CW IPS PERFORM COURTESY CAR WASH AND VACUUM 0.00 0.00  
 Tech(s): 1783  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00  
 Story: 19224 PERFORMED COURTESY CAR WASH AND VACUUM

*Problem  
 His fix  
 charge the battery  
 and the cables  
 and fuse*

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

CUSTOMER #: [REDACTED]

\*INVOICE\*



**ELK GROVE ACURA**

8585 LAGUNA GROVE DRIVE  
ELK GROVE, CA 95757  
(916) 392-1400

DUPLICATE 1  
PAGE 3

BAR# ARD185102  
EPA# CAL000145102

ELK GROVE, CA [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2830 DAVID BROUSSEAU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL-BL	14	ACURA MDX	5FRYD4H46EB [REDACTED]		16778/16998	T4895	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
04NOV14 IS			17:00 10SEP14		0.00	CASH	10SEP14
04NOV14 DE							
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] ENG: 3.5 LITER					
		TRN: 6 SPEED AUTOMATIC 3)K644/ 7)BKEN/					
12:49 02SEP14	15:56 10SEP14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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BUT AFTER WIGGLING THE POSITIVE BATTERY CABLE, HE COULD HEAR THE DOOR CHIME AND HE WAS ABLE TO START THE VEHICLE UP. RADIO ASKS FOR A CODE AGAIN. ROCCO DROVE THE CUSTOMER VEHICLE BACK TO THE SHOP THE NEXT DAY. HERE, WE WERE ABLE TO VERIFY THE CUSTOMER CONCERN 30 MINS AFTER THE HE ARRIVED AND LET THE VEHICLE SIT. I WAS ABLE TO OPEN THE DOORS WITH THE REMOTE, I CAN SEE THE ILLUMINATION LIGHTS ON THE GAUGE CLUSTER, RIGHT AFTER I PRESSED THE START/STOP BUTTON, EVERYTHING DIES OUT, ALL THE LIGHTS GO OFF AND I HEAR A SPARK NOISE COMING FROM THE ENGINE LIKE A BATTERY CABLE BEING LOOSE. AFTER WIGGLING THE POSITIVE BATTERY CABLE AGAIN, THE GAUGE CLUSTER LIGHTS COME BACK ON AND I WAS ABLE TO START THE VEHICLE. AND THE RADIO ASKS FOR A CODE. FAULTY POSITIVE BATTERY CABLE, PARTS ORDERED.  
REPLACED POSTIVE BATTERY CABLE, ROAD TEST TO STOCKTON AND BACK. LET SIT FOR 30MINS AND TRY TO RESTART. VEHICLE STARTS UP PROPERLY, WORKING PROPERLY AT THIS TIME.  
THIS WAS THE CUSTOMER'S 2ND TIME IN FOR SAME PROBLEM. ROAD TESTED AFTER REPAIRS, OKAY

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F\*\* REPAIR SCRATCH DAMAGED IN SHOP  
EXT EXTERIOR TRIM CONCERN

1783 I

(N/C)

SUBL REPAIR SCRATCHES PO#233683

I

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

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12 MONTH - 12,000 MILE WARRANTY ON RETAIL SERVICE PARTS AND LABOR IF RETURNED TO ELK GROVE ACURA FACTORY OEM PARTS ONLY. ALL PARTS ARE NEW UNLESS OTHERWISE STATED, PARTS ENDING WITH THE LETTERS RM ARE REMANUFACTURED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X  
CUSTOMER SIGNATURE

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER #: [REDACTED]

[REDACTED]



**ELK GROVE ACURA**

8585 LAGUNA GROVE DRIVE  
ELK GROVE, CA 95757  
(916) 392-1400

\*INVOICE\*

BAR# ARD185102  
EPA# CAL000145102

DUPLICATE 1  
PAGE 2

ELK GROVE, CA [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2830 DAVID BROUSSEAU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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04NOV14 IS			17:00 10SEP14		0.00	CASH	10SEP14
04NOV14 DD							
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] ENG: 3.5 LITER TRN: 6 SPEED AUTOMATIC 3) K644/ 7) BKEN/					
12:49 02SEP14	15:56 10SEP14						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

16778 PERFORMED COURTESY CAR WASH AND VACUUM

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E\*\* CUSTOMER STATES CAR WILL NOT START ALL BLANK AND DEAD  
CAUSE:

ENG ENGINE CONCERN  
1783 W

(N/C)  
(N/C)  
0.00

PARTS: 1 32410-TZ5-A00 CABLE ASSY., STARTER  
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:  
16998

VERIFIED CUSTOMER CONCERN, CUSTOMER SAYS THE VEHICLE WILL NOT START UP, NO LIGHTS APPEAR ON THE GAUGE CLUSTER OR NAVI SYSTEM, CANNOT NOT START VEHICLE WHEN PRESSING THE START/STOP BUTTON. CUSTOMER TRIED SEVERAL TIMES, EVEN GETTING OUT OF THE VEHICLE, LOCKING/UNLOCKING AND TRYING THE START/STOP BUTTON AGAIN. REMOTE DOES LOCK/UNLOCK VEHICLE BUT NO STARTING. AFTER SEVERAL ATTEMPTS, VEHICLE STARTS FOR CUSTOMER AND THE RADIO ASKS FOR A RADIO CODE. COULD NOT VERIFY CUSTOMER CONCERN IN SHOP, BATTERY PASSES BATTERY LOAD TEST AND WITH GR8. CALLED TECHLINE (REF# 3620008), 1ST TECHLINE PERSON, STEVE, ADVISE TO PERFORM KEYLESS ACCESS INPUT TESTS, RECORD ALL VALVES AND RECHECK FOR FAULTS. PERFORM INPUT TESTS AND CALLED TECHLINE AGAIN WITH RESULTS. 2ND TECHLINE PERSON, RUDY, SAID INPUT TEST IS A "HIT & MISS" NOT A GOOD TEST TO PERFORM. HE ADVISE THAT WE NEEDED MORE INFORMATION, THERE IS TOO MANY VARIABLES, WE NEED TO BE ABLE TO DUPLICATE THE CUSTOMER CONCERN. HE SUGGESTED THAT WE TAKE A VIDEO WHEN THE PROBLEM OCCURS, CHECK THE KEY FOB STATUS WHEN PRESSING THE START/STOP BUTTON WHEN IT OCCURS, CHECK FOR FOB FEEDBACK LED AND START/STOP BUTTON LED INDICATOR LIGHT. ALSO POSSIBLY CHECK ANOTHER FOB FOR THE SAME PROBLEM TO OCCUR. WE HAD A TECHNICIAN, ROCCO, TAKE THE CUSTOMER VEHICLE HOME FOR THE EVENING. UPON DRIVING IT HOME, ROCCO STATED THAT AFTER AN HOUR OF DRIVING, THE NAVI/RADIO RESTARTED AND ASKED FOR A RADIO CODE. WHEN HE GOT HOME, HE LET THE VEHICLE SIT FOR 30 MINS, AND TRY TO VERIFY THE PROBLEM. HE WAS ABLE TO GET INTO THE VEHICLE WITH THE REMOTE, BUT THE VEHICLE WOULD NOT START, NO LIGHTS APPEAR ON THE GAUGE CLUSTER OR NAVI SCREENS. HE OPEN THE HOOD AND CHECKED FOR LOOSE BATTERY CABLES. BOTH CABLES WERE SECURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X  
CUSTOMER SIGNATURE

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY