

 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 27-JUL-2015	Repository ☐ Reference No. 10743961
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Evening Telephone Number [REDACTED]		
Address [REDACTED]					
City	JACKSON	State	MS	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 19UUA66275A [REDACTED]			Make ACURA	Model TL	Model Year 2005
Date Purchased October 2008	Dealer's Name and Telephone Number Acura of Jackson (601) 957-7007			Engine: No: Cylinders 6	Fuel Type:
Original Owner ☐	Dealer's City Ridgeland		State MS	Zip Code 39157	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JUL-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 980000 UNKNOWN OR OTHER				Failure Mileage 120000	Failure Speed
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: DOTM4L9ABC036)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
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).					
I HAVE A 2005 ACURATL IN GOOD CONDITION. LAST YEAR, A LONG CRACK APPEARED ON MY PASSENGER SIDE DASHBOARD. A WEEK LATER A SECOND LONG CRACK APPEARED PARALLEL TO THE FIRST CRACK. LASTLY, ABOUT A MONTH AGO A THIRD CRACK APPEARED MAKING A HORIZONTAL LINE BETWEEN THE FIRST AND SECOND CRACK. IT IS VERY NOTICEABLE. A SECURITY GUARD ONCE ASKED ME, WHAT MODEL WAS MY CAR. HE REPLIED, THAT IT IS A DEFECT WITH THE 2005 ACURA TL'S. HIS AND HIS FRIEND'S CAR DID THE SAME THING, HE SAID. I BEGAN TO RESEARCH ONLINE. I FOUND MANY FORUMS AND BLOGS OF PEOPLE COMPLAINING OF THIS SAME ISSUE. I CONTACTED ACURA AND OF COURSE THEY CLAIM NO LIABILITY BECAUSE OF THE CAR'S AGE OR MILEAGE. I HAVE READ THAT THIS A SAFETY ISSUE WITH THE PASSENGER SIDE AIRBAG.					
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 to 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.					

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19UUA66275A		ACURA		TL	2005
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
October 2008	Acura of Jackson (601) 957-7007			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code		
☐	Ridgeland	MS	39157	6	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control				01-JUL-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 980000 UNKNOWN OR OTHER				Failure Mileage	Failure Speed
				120000	
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: DOTM4L9ABC036)		☐ Original Equipment ☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
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From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: 2005 Acura TL dashboard
Date: Wednesday, September 16, 2015 9:52:54 AM
Attachments: [Screenshot_2015-09-15-17-54-54.png](#)
[Screenshot_2015-09-15-17-54-00.png](#)
[Screenshot_2015-09-15-17-53-31.png](#)
[Screenshot_2015-09-15-17-51-34.png](#)
[Screenshot_2015-09-15-17-51-34.png](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Tuesday, September 15, 2015 7:01 PM
To: DataQuality, DataQuality (NHTSA)
Subject: 2005 Acura TL dashboard

NHTSA/Office of Defects Investigation



Dear [REDACTED]

We value you as an Acura client and we appreciate the opportunity of responding to your concern regarding your TL (VIN 19UUA66275A [REDACTED]). On behalf of Acura, we offer our apologies for the circumstances which prompted you to reach us. We assure you of our interest in your feedback and we thank you for bringing your concern to our attention.

Upon further review, we confirmed your vehicle has surpassed any applicable warranty from the manufacturer. In addition, we verified there are currently no open campaigns pertaining to this matter (safety recall, warranty extension or product update). When a vehicle has exceeded warranty coverage, repair costs are relinquished to the owner.

You have the option of contacting the Service Department of your preferred Acura dealership to discuss the available corrective action and pricing details. Our Client Relations team is available if you wish to further discuss your concern and can be reached by calling [#800-382-2238](tel:800-382-2238), option #6, weekdays, 6 a.m. – 5 p.m. Pacific Time.

Kind regards,



and notify the sender. Thank you for your cooperation.

-----Original Message-----

Date: 6/29/2015 8:15:13 PM

To: acr@ahm.acura.com

From: [REDACTED]

Subject: 2005 Acura TL

Sir or Madam:

I am having an issue with my 2005 Acura TL's dashboard. Since last year, I started getting random long cracks in my passenger side dashboard. Three to be exact the last crack was noticed today. The car is 10 years old but has been well taken care of. The dashboard's appearance other than the cracks is in good condition. It's weird how the cracks randomly just appear. Is this perhaps a defect? It is so unattractive being a luxury car.. I have had plenty other older cars and this has never occurred. I would really appreciate a reply.
Thank you.

[REDACTED]



cooperation.

-----Original Message-----

Date: 7/1/2015 3:44:01 PM

To: acr@ahm.acura.com

From:

Subject: Re: [REDACTED] Re: 2005 Acura TL

The following information as requested:

VIN 19UUA66275A [REDACTED]

Mileage: 132,908

Owner: [REDACTED]

Address: [REDACTED] Jackson, Ms [REDACTED]

(Cell#): [REDACTED]

On Jul 1, 2015 3:55 PM, <acr@ahm.acura.com> wrote:

Dear [REDACTED]

We value you as an Acura client and we appreciate the opportunity of responding to your concern regarding your TL. On behalf of Acura, we offer our sincere apologies for the circumstances which prompted you to reach us. We assure you of our interest in your feedback and we thank you for bringing your concern to our attention.

Our team would like to gather additional details in order to provide the appropriate answer. At your convenience, please