


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

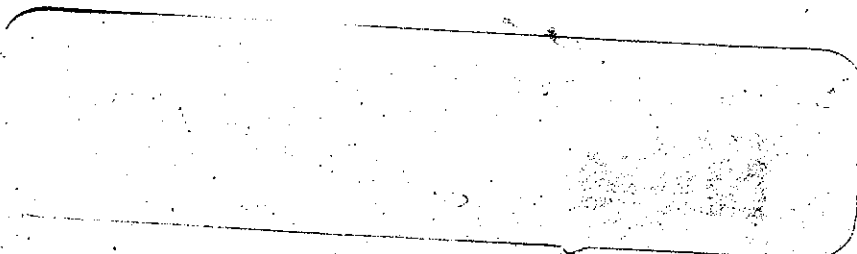
 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 18-NOV-2015</p>		<p>Repository <input type="checkbox"/> Reference No. 10794655</p>	
<p>Name [REDACTED] Address [REDACTED] City MORRISVILLE State NC Zip Code [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side. 19UUA66296A [REDACTED]</p>		<p>Make ACURA</p>		<p>Model TL</p>	<p>Model Year 2006</p>
<p>Date Purchased 08/15/09</p>	<p>Dealer's Name and Telephone Number Honda of Morganton 828-437-3181</p>			<p>Engine: No: Cylinders V6</p>	<p>Fuel Type: Premium</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Morganton</p>		<p>State NC</p>	<p>Zip Code 28655</p>	
<p>Transmission Type Auto</p>	<p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain Multiple Failure:</p>		<p>Incident Date(s) 18-NOV-2012</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 162000 STRUCTURE: BODY, 140000 AIR BAGS dashboard</p>				<p>Failure Mileage 204000</p>	<p>Failure Speed</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2006 ACURA TL. THE CONTACT STATED THAT THE VEHICLE HAD FOUR 4 TO 12 INCH CRACKS OVER THE DASHBOARD NEAR THE AIR BAGS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 204,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					



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

1200 New Jersey Avenue, S.E.
Washington, D.C. 20590-0001

NEF-010 / *OD*
W48-226



K6D-A3B 27560

PRESORTED
FIRST CLASS

Hasler

12/18/2015

US POSTAGE

\$000.41⁸

FIRST-CLASS MAIL
AUTO



ZIP 20590
011D12603376

response needed

-get pic



Auto Complaint

Sunday, November 22, 2015 10:37 AM

From: "DoNotReply@ncdoj.gov" <DoNotReply@ncdoj.gov>

To: [Redacted]

Thank you for submitting a complaint to the North Carolina Attorney General's Consumer Protection Division. We'll review your complaint and work with you and the business to try to reach a resolution of your dispute. Please remember to mail copies (not originals) of any supporting documents such as contracts, bills of sale, receipts, written estimates, or warranties to our office at:

Consumer Protection Division
NC Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

You can also call us toll free within North Carolina at 1-877-5-NO-SCAM, at (919) 716-6000 from outside of North Carolina, or at (919) 716-0058 for Spanish speakers

VehComplaintID [Redacted]
Prefix [Redacted]
* Last Name [Redacted]
* First Name [Redacted]
MI [Redacted]
* Mailing Address [Redacted]
* City Morrisville
* State NC
* Zip Code [Redacted]
Country, if not US United States
Day phone number, including area code [Redacted]
Evening phone number, including area code [Redacted]
Fax number, including area code [Redacted]
County of residence [Redacted]
E-mail address [Redacted]
Cell phone, including area code [Redacted]
I am a military service member or military spouse No
* Full name of company Honda/Acura
Mailing Address
City
State
Zip code
Country, if not US
* Telephone number, including area code 800-862-2862
Fax number, including area code [Redacted]
Year 2006
Make Acura
Model TL
VIN# 19UUA66296A [Redacted]
Mileage 204K
Is your complaint about: Manufacturing Defect|Repairs
Date of purchase:
Date of repair:
How did you buy your vehicle? New
Where financed (if relevant).
Include

address.
 Did you sign a lease? Yes
 Starting date
 Expiration date
 Total amount paid
 Amount in dispute
 How was payment made? Cash
 Did you buy an extended service contract? Yes
 Name of company responsible for extended service contract or warranty:
 If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.):
 Before any work was performed, did you receive an estimate? Yes
 Did you authorize any changes to the original estimate? Yes
 If yes, provide details:
 Were the completed repairs different from what you had authorized? Yes
 If yes, provide details:
 How was initial contact made between you and the business? I received a telephone call from business
 Where did the transaction take place? At my home

* Provide details of your complaint

I noticed a crack on my passenger's side dash board about 3 years ago (2013/2014). Then it was less than a 1/2 inch long. Now its multiple cracks in outlining of the air bag. I called both Honda and Acura to explain my concern and continued to reach out to both companies as of 11/18/15 that the crack is outlining the entire airbag and has increasingly increased. My concern this may impact the airbags release and effectiveness which leads to a safety deficient. At the moment I do not drive any passengers in the front seat in fear of a safety issue. This is inconvenient. Both Honda and Acura asked me to take it to either dealership to get assessed at a fee. Most recently Acura suggested for me to take it to a 3rd party vendor. I am very surprised particularly with the current recalls why one of the #1 car manufactures would ask a loyal owner to take their car for repair to 3rd party vendor. Both suggestions are unacceptable and the least both Acura and Honda can do is evaluate and assessed the cracks and airbag at no fee to me and then make recommendations cosmetically and recommendations for upholding the safety of the airbag. I understand both Honda and Acura have recalls on their airbags but both companies state my make model and vendor number do not qualify for the recall. They also stated my car miles were beyond the qualifying amount for paid recall fix. Since then...I have filed complaints to Honda, Acura, Federal Trade Commission, and NHTSA. Chief complaint: My passenger side dash board is severely cracked. The crack is outlining the entire silhouette of the airbag. I've contacted both Honda and Acura and unfortunately they can't repair or evaluate the cracks unless I pay. I feel this is a manufacturing defect and both Honda and Acura should be responsible and held accountable for repairing/replacing ALL passenger side dashboard airbag (outlining of airbag) cracks at no cost to ANY owner. After researching and investigated there are thousands of 2006 TL owners who have the same issue. Reference numbers for all complaints -Federal Trade Commission 67489100 - NHTSA 10651855 and 10794655 -Takata received a confirmation letter post marked 10/11/2014 from VP of Global Communications Alby Berman stating my car is not eligible for the airbag recall Please help, Thank you, [REDACTED] Morrisville, NC [REDACTED]

Have you contacted the company with your complaint? Yes
 Name of person most recently contacted Kevin at NHTSA
 His/her phone number, incl. area code
 Results
 * What result would you consider fair? replace dashboard and airbag at no charge to me as well as assure the airbag is in acceptable working order

Do you have an attorney in this case?

If yes, name of your attorney
Attorney's number, incl. area code:

Has your complaint been heard or is it scheduled to be heard in court?

If yes, where and when? If already heard, what was the result?

[REDACTED]

From: [REDACTED]
Sent: Thursday, December 31, 2015 7:11 PM
To: [REDACTED]
Subject: Fwd: [REDACTED] Re: 2006 Acura TL

Sent from my iPhone

Begin forwarded message:

From: ACR@ahm.acura.com
Date: September 23, 2014 at 1:40:06 PM EDT
To: [REDACTED]
Subject: [REDACTED] Re: 2006 Acura TL

Dear [REDACTED]

Thank you for allowing Acura Client Relations the opportunity of responding to your message. It is our pleasure to forward you the previous email response as requested. A representative from our Client Relations team will contact via telephone by the end of the next business day to discuss your concern.

In the event you have further comments or questions, we welcome you to contact us. You are also able to reach us at #800-382-2238, option #6 or on Twitter @AcuraClientCare.

Kind regards,

Acura Client Relations
Reference # [REDACTED]

Attention: If you are not the intended recipient please delete the message and notify the sender. Thank you for your cooperation.

-----Original Message-----
From: Acura Client Relations
To: [REDACTED]
Date: 08/29/2014 04:25 PM
Subject: [REDACTED] Re: 2006 Acura TL

Dear [REDACTED]

Thank you for allowing Acura Client Relations the opportunity of responding to your message. On behalf of Acura, we offer our apologies for the disappointment you have experienced. We have reviewed the VIN for your TL (19UUA66296A [REDACTED]) and confirmed your vehicle has exceeded the Acura New Vehicle Limited Warranty parameters of 4 years or 50,000 miles, whichever occurred first. Additionally, we have verified your vehicle does not apply to any outstanding campaigns (safety recall, warranty extension or product update.) We offer information regarding safety recalls which apply to your vehicle at our Acura Owners website:

[REDACTED]

Your valuable feedback has been added to your file and we encourage you to call us if you wish to further discuss your concerns. Our Client Relations team can be reached at #800-382-2238, option #6, Monday - Friday, 6 a.m. - 5 p.m. Pacific Time. Please note, our office will be closed Monday, September 1 in observance of Labor Day.

Kind regards,

Acura Client Relations
Reference # [REDACTED]

Attention: If you are not the intended recipient please delete the message and notify the sender. Thank you for your cooperation.

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

Date: 8/29/2014 3:21:58 AM

To: "acr@ahm.acura.com" <acr@ahm.acura.com>

From: [REDACTED]

Subject: 2006 Acura TL

Hello,

I am very concerned. There have been 2 recalls related to my vehicle.

Unfortunately, I called your customer service line and "Larry" stated my car is

not eligible for the repair/replacement for either recall. From my understanding the blue tooth mechanism is faulty. It was basically draining the

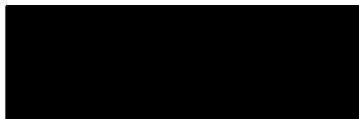
power from the battery. Needless to say I've purchased 2 batteries within a

year and a half. The service center gave me the option of purchasing an entirely new blue tooth system or disconnecting it. I chose to have them disconnect it b/c Acura would not honor or waive the cost of the fix of my vehicle within the recall. At the moment I have a hairline crack on the passengers side dashboard along the outline of the airbag. I consider both recalls safety issues. For whatever reason my car is not reliable for either

recall. This is not acceptable and I would like to speak to someone that

can
assist.

Thank you for your assistance.



Sent from my iPhone

October 03, 2014

Takata Corporation
2500 Takata Drive
Auburn Hills, Michigan 48326

Re: Lexus Dashboard/Airbag Recall

To Whom It May Concern:

My daughter is a Lexus owner. A couple of weeks ago she noticed that the dashboard is cracking/around the outline of the airbag. She then heard about the recall. She has made several attempts to get Honda/Lexus to authorize repair of her dashboard at a local dealer. She was always put through to an administrative assistant or customer service person who would only say that her car was not part of the recall. It seems to be that other cars/models are having the same issue and it needs to be corrected. Only when she asked to speak with someone in the legal department did a gentleman return her call to address her problem. He gentleman explained that the issue is due to high humidity. North Carolina is not a humid state. And if it were a humid state it seems that this problem could be address during manufacturing by use of some other dashboard material. The car was paid for one month ago and she is not going in debt for another car just yet. The repair/replacement of the dashboard should be the responsibility of a dealer/Honda-Lexus. I am sure you would want to take care of this on the front end rather than after an accident.

If this air bag would deploy, someone would be seriously injured or possibly lose their live. I trust that you would contact her at the phone number below to discuss this with her. I have also sent a letter to Honda/Lexus. Our next step will be to contact NHTSA or speak with an attorney.

Thank you.

Sincerely,

[REDACTED]

Please contact: [REDACTED]

Raleigh, NC [REDACTED]
[REDACTED]

October 7, 2014

Takata Corporation
2500 Takata Drive
Auburn Hills, MI 48326

Re: Acura Air Bags

Dear Sir/Madame:

I recently wrote your corporation regarding the recall on air bags on behalf of my daughter, [REDACTED] Raleigh, NC [REDACTED]

I inadvertently identified her car as a Honda/Lexus. Her car is actually an Acura.

Please excuse the mistake and we are looking forward to hearing from you ASAP.

Thank you.

Sincerely,

[REDACTED]

[REDACTED]

Raleigh, NC [REDACTED]



TK HOLDINGS INC.

2500 Takata Drive

Auburn Hills, MI 48326 USA

TEL 248-373-8040

FAX 248-377-2040

October 7, 2014

[REDACTED]

Raleigh, NC [REDACTED]

Subject: Lexus Dashboard

Dear [REDACTED]

I received a letter from a [REDACTED] describing a problem with your Lexus. Your dashboard issue does not seem to involve a faulty airbag. However, as we value your safety, please contact your local dealership to find out if your Lexus vehicle, which was manufactured by Toyota, has been recalled. You can also go to the Toyota website at www.Toyota.com/recall to search for recalls applicable to your vehicle by entering the Vehicle Identification Number.

Thank you for contacting Takata.

Sincerely,

A handwritten signature in cursive script that reads "Alby Berman".

Alby Berman

Vice President
Global Communications
Takata Corporation
248-364-5100



TK Holdings Inc.
2500 Takata Drive
Auburn Hills, MI 48326 USA
TEL 248-364-5100
FAX 248-475-2463

October 10, 2014

[REDACTED]
Raleigh, NC [REDACTED]

Subject: Lexus Dashboard

Dear [REDACTED]

I received a letter from a [REDACTED] describing a problem with your Lexus. Your dashboard issue does not seem to involve a faulty airbag. However, as we value your safety, please contact your local dealership to find out if your Acura vehicle, which was manufactured by Honda, has been recalled. You can also go to the Honda website at <http://owners.honda.com/service-maintenance/recalls> to search for recalls applicable to your vehicle by entering the Vehicle Identification Number.

Thank you for contacting Takata.

Sincerely,

A handwritten signature in cursive script that reads 'Alby Berman'.

Alby Berman

Vice President
Global Communications
Takata Corporation
248-364-5100



June 20, 2014

NHTSA defect investigation

"Takata is committed to the highest standards of safety for our customers – and their customers," said Mr. Takada, Chairman and CEO. "For the past several months, we have been consistently cooperating with NHTSA, and we will continue to do so during the defect investigation that the agency recently opened, but we also stand by the quality of our products. Takata is committed to ensuring the safety and functionality of its air bag inflators, and we strive to avoid any malfunction."

"Each of the six incidents that prompted the NHTSA investigation occurred in Puerto Rico or Florida. We currently believe the high levels of absolute humidity in those states are important factors; and as a result our engineers are analyzing the impact that humidity may have on the potential for an inflator malfunction, as well as other possible contributing factors," Mr. Takada continued. "We will share these results and continue to work in concert with NHTSA and our customers."

*Takata Corporation
2500 Takata Drive
Auburn Hills, MI 48326*

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

From: US DOT NHTSA (donotreplyodi@dot.gov)

To: [REDACTED]

Date: Saturday, November 1, 2014 5:22 PM

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10651855

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

11/12/15 Federal Trade Commission 877-382-4357
ref 67489100

11/13/15 NHTSA
ref 10794655

11/22/15 Attorney general 877-566-7226
email



State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free in NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

December 29, 2015

American Honda
1919 Torrence Blvd.
Mail Stop 500-2N-7A
Torrence, CA 90501-2746

Re: File No. [REDACTED]

[REDACTED]
Morrisville, NC [REDACTED]

Dear Sir:

Our office recently wrote to you regarding the above referenced file and requested a response within fifteen business days. To date, we have received no response. It is important that you respond to our office in writing as soon as possible as to your position on the matter. In your response, be certain to refer to File Number [REDACTED] and attach any supporting documents that you believe are necessary.

Actions by this office are often based on the cumulative record reflected in the complaints we receive. In addition, information about complaints filed with our office is provided in response to public inquiries. Therefore, your response is important to assure that our files accurately reflect your position regarding this matter.

If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5 mb, including attachments.

If you have any questions, please contact us.

Sincerely,

Angela Howard
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: [REDACTED]



TK HOLDINGS INC.
2500 Takata Drive, Auburn Hills, MI 48326 USA

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MI 480
10 OCT '14
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10/09/2014

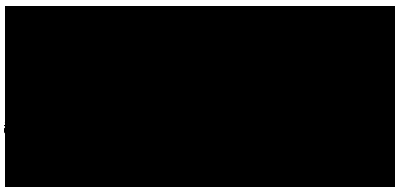
US POSTAGE

FIRST-CLASS MAIL

\$00.48⁰



ZIP 48326
041L11248396



Raleigh, NC

276074210



Alby Berman
2500 Takata Drive
Auburn Hills, MI 48326

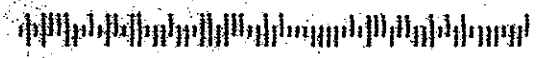
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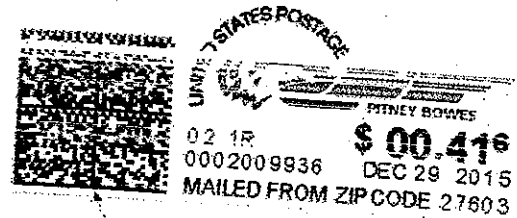


Raleigh, NC [redacted]

27607399461



STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
ATTN: Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

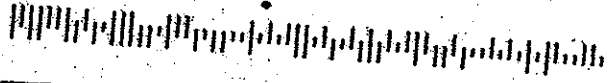


response needed

get pic

[REDACTED]
MORRISVILLE NC [REDACTED]

KYB-998 27560



American Honda
1919 Torrence Blvd.
Mail Stop 500-2N-7A
Torrence, CA 90501-2746

Re: File No. [REDACTED]

[REDACTED]
Morrisville, NC [REDACTED]

Dear Sir:

The Consumer Protection Division has received the attached complaint regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position and any proposed resolution. Therefore, we ask that you provide a written statement of your position, along with copies of any supporting documents, within fifteen (15) business days of the date of this letter.

Please refer to our File Number [REDACTED] when you correspond with our office concerning this matter. If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5 mb, including attachments.

Thank you for your cooperation.

Sincerely,

Angela Howard
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

Enclosure

cc: [REDACTED]

01/04/16

To: NHTSA

Ref no: 10794655

Thank you for responding. My current position is:
I have filed concerns and complaints with
Honda, Acura, Takata, Federal Trade Commission,
NHTSA, and the Attorney general. I am currently
not satisfied and displeased with Honda, Acura, and
Takata with the handling of my concern with
my passenger's side air bag. I am requesting
Honda, Acura, or Takata inspect my car at no
charge to me and repair/replace air bag and
dashboard.

Thank you for your assistance. I hope to get this
three years old problem and concern resolved.

My car as it is, is unsafe. I have included all communication
regarding my concern

Thank you,

[REDACTED]
[REDACTED]
Morrisville, NC [REDACTED]

Reference no: 10794655

Acura TL
2006

194UA66291A
[REDACTED]



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS 100
1200 New Jersey Avenue SE,
Washington, DC 20077-9382

