

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

September 14, 2015  
Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

VIN# 19UUA56853A [REDACTED]

SEP 25 2015

To whom it may concern:

I have been trying unsuccessfully to get an appointment with a car dealership since the end of March 2015 after I received a safety recall notice. I called the number listed on the documents and provided all relevant information. I was told someone would contact me however after a month of waiting I still had not been contacted. I placed a second call and still calling as of today September 14, 2015. This is unacceptable customer service especially when it is something related to a safety recall issue.

I received new paperwork in July which stated the same information as I had previously received and began trying to get in touch with a case worker again. Still no response. In this case the dealer has failed miserably to remedy the defect in my vehicle. What is a customer to do when they are at the mercy of these large auto dealers? Especially when there is a safety issue involved.

I can be reached via the contact information below.

Kind Regards,

[REDACTED]

NM  
10/15  
SMD



**ACURA**

**AUTOMOBILE DIVISION**

American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

July 2015

NHTSA Recall 15V-320

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

### What is the reason for this notice?

Acura has decided that a defect which relates to motor vehicle safety exists in certain 2002-2003 model year TL vehicles.

### The defect in these vehicles could kill or injure you or other people in your vehicle.

Specifically, in some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture (break apart) and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

*This recall consolidates all of Acura's previous recalls concerning the driver's front airbag inflator.*

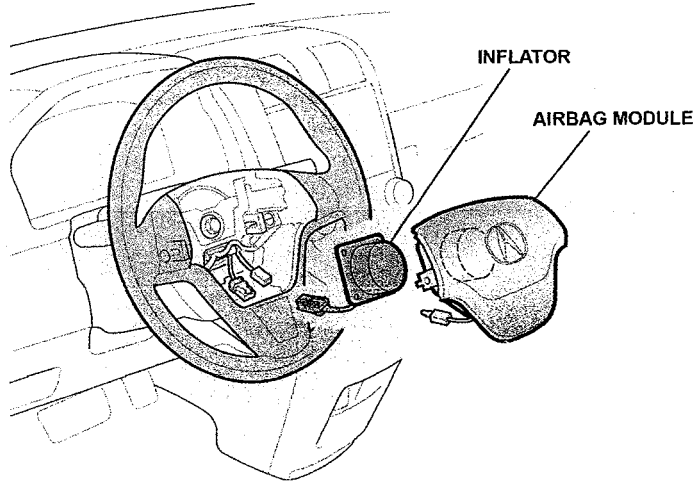
**Even if your vehicle was previously repaired, your vehicle is still covered by this recall and may need to be repaired again.**

### What should you do?

Enter your VIN on Acura's recall website ([www.recalls.acura.com](http://www.recalls.acura.com)) or on NHTSA's recall website ([www.safercar.gov](http://www.safercar.gov)) to confirm your vehicle's recall status.

Please call any authorized Acura dealer and make an appointment to have your vehicle repaired, **at no cost to you**, unless the recall websites indicated that there are no open recalls on your vehicle.

An illustration showing the location of the driver's front airbag inflator, which is the only component of the airbag module (other components are the airbag cushion and airbag module cover) that will be replaced, free of charge, during the recall repair, is shown below:



While parts are available to conduct airbag inflator replacements at the time of this notice, the scope of the current airbag inflator recalls creates the possibility that the parts necessary to complete the recall repair may not be available at the time you call. If this occurs, please discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Acura's Client Relations (at the number listed below) to address your needs and concerns.

Once you make an appointment to repair your vehicle, be advised that the complete replacement process may take approximately 30 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

*If you have questions or concerns, we encourage you to visit [www.recalls.acura.com](http://www.recalls.acura.com) or to call Acura Client Relations at 1-800-382-2238, and select option 4.*

### Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.  
Acura Client Relations  
Mail Stop 500-2N-7E  
1919 Torrance Blvd.  
Torrance, CA 90501-2746



0441-01-00-0138776-0002-0417041



ACURA

AUTOMOBILE DIVISION

American Honda Motor Co., Inc.

1919 Torrance Blvd., - P.O. Box 2215

Torrance, CA 90509-9870

# SAFETY RECALL NOTICE

VEHICLE IDENTIFICATION NUMBER

19UUA56853A [REDACTED]

PLEASE DELIVER TO REGISTERED OWNER

JR8



0138776 01 AT 0.413 \*\*AUTO 2 0 0441 75068-640645 -C01-P38924-11



LITTLE ELM TX [REDACTED]



*TOMAS*

*claim #*

*Nicole*

*her*

*April 21*  
*April 20*

*Sept. 14th*  
*Luis*



▼ PLEASE DETACH, SIGN BELOW AND PLACE IN RETURN ENVELOPE ▼

## INFORMATION CHANGE CARD

PLEASE PROVIDE NAME AND ADDRESS CORRECTIONS ON THE REVERSE SIDE

19UUA56853A [REDACTED]

◀ VEHICLE IDENTIFICATION NUMBER JR8

19UUA56853A066228\_JR8\_A17551\_IHS

LITTLE ELM TX [REDACTED]



PLEASE SIGN AND RETURN THIS CARD ONLY IF YOU HAVE MADE CHANGES

I no longer own the vehicle. It was:

- Sold (print name and address of new owner on reverse, if known)
- Exported
- Destroyed
- Stolen
- Lease expired, vehicle returned.
- Other: \_\_\_\_\_

Nota:

Si usted necesita esta información en español por favor comuníquese con Relaciones con el Cliente Acura al 1-800-382-2238 y seleccione la opción 4.

Signature: **X** \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNATURE OF REGISTERED OWNER OR LESSEE REQUIRED**



0441-01-00-0138776-0001-0417040

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

You can also call the toll free Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

**What to do if you feel this notice is in error?**

Registration records indicate that you are the current owner or lessee of a 2002-2003 Acura TL involved in this recall. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

**Lessor Information:**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you have questions:**

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at 1-800-382-2238, and select option 4. U.S. clients can also locate a dealer online at [www.myAcura.com](http://www.myAcura.com). Clients in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

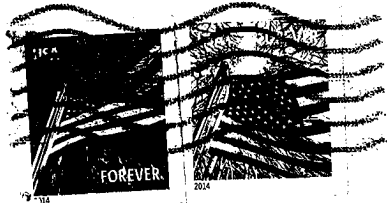
**AMERICAN HONDA MOTOR CO., INC.**  
**Acura Automobile Division**

Campaign #JR8 / Service Bulletin #15-033



Little Elm, TX

NORTH TEXAS TX P&DC  
DALLAS TX 750  
14 SEP 2015 PM 4:1



Administrator  
National Hwy Traffic Safety Admin.  
1200 New Jersey Avenue, SE  
Washington, DC 20590

20590

