



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

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

**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	Repository <input type="checkbox"/>
27-JUL-2016	Reference No. 10889031
SEP 23 2016	

**OWNER INFORMATION (Type or Print)**

Name	[Redacted]			Daytime Telephone Number	E-mail Address
Address	[Redacted]			[Redacted]	[Redacted]
City	MCKINNEY	State	TX	Zip Code	[Redacted]
				Evening Telephone Number	[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 JH4KB2F60AC [Redacted]		Make ACURA	Model RL	Model Year 2010
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) 01-MAR-2016

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

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	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: DOTM9ABC036)	<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	Number of Deaths	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\* TAKATA RECALL. THE CONTACT OWNS A 2010 ACURA RL. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V344000 (AIR BAGS) AND 16V061000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

*The issue was the closest dealership didn't return phone calls for months. At the end I tried calling every day. At the very least call and say you don't have parts. He finally called on 8-10-16 & haven't heard from since. Evidently these parts that need to be replaced are important since we keep getting notices. If people can die, why is it taking so long?*

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.



**ACURA**

**AUTOMOBILE DIVISION**

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

*Acura: Marna (855) 733-3381  
(972) 964-6057*

*DAVID McDAVID - 214-516-7503  
Acura Plano #1,*

*Svc. manager - Keith Harris - thariss2@acura.com  
Josh*

March 2016

NHTSA Recall 16V-061

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: JH4KB2F60AC [REDACTED]

*7/25/16 - 12:12pm - Svc transferred me to Marna.  
left message.*

Dear [REDACTED]

*7/26/16 - Kendra - 1:01pm - Im for Marna*

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

*7/27/16 - Im on svc mgr. rm. - Keith Harris.*

**What is the reason for this notice?**

Acura has decided that a defect which relates to motor vehicle safety exists in certain 2005-2012 model year RL 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.

**What should you do?**

The remedy parts needed to conduct airbag inflator replacements will become available in the Summer of 2016. Acura will send you another letter when parts become available to repair your vehicle.

Until parts become available for repairs, please feel free to 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.

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, option 4.

*Acura  
manufacturer: 800-382-2238*

**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:

*7/29/16 - Chloe*

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

*Case # [REDACTED]*

*8-1-16 - Anthony - 800-382-2238 #115188-*

*Acura Client Relations gave me Josh name.*

*8-9-16 - Im still no word from Josh.*

*8-10-16 - 972-964-6040 Josh  
called & said we are on wait list.*

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

*driver seat: im complete  
passenger seat:*

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 2005-2012 Acura RL 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.

*Jasmine  
7-27-16 ODI # 10889031*

**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

*(manufacturer)*

Campaign #JY2 / Service Bulletin #16-010

*Federal Trade Commission*



**ACURA**

**AUTOMOBILE DIVISION**

American Honda Motor Co., Inc.

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

Torrance, CA 90509-9870

July 2016

NHTSA Recall 16V-344

## IMPORTANT SAFETY RECALL

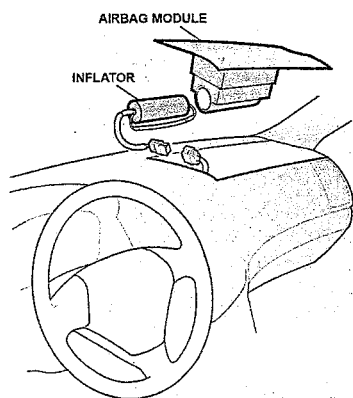
This notice applies to your vehicle: JH4KB2F60AC [REDACTED]

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 2005-2011 model year RL vehicles. The propellant wafers in some of the subject inflators may degrade over time, which could lead to over-aggressive combustion in the event the airbag is activated. Overly aggressive combustion creates excessive internal pressure when the inflator is activated, which may cause the inflator body to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing injury to vehicle occupant.



### WHAT WILL ACURA DO?

Acura will replace the passenger frontal airbag inflator free of charge. An illustration showing the location of the passenger frontal 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, during the recall repair, is shown on the left.

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 to schedule your appointment with your authorized Acura dealer.

### WHAT SHOULD YOU DO?

Call any authorized dealer and make an appointment to have this recall fixed. The complete inspection and repair time may take approximately 48 minutes however, please confirm with your dealer the amount of time your vehicle will need to be at the dealership. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

Acura suggests that you avoid having a passenger sit in the front passenger's seat until the recall repair has been performed.

### CHECK YOUR VEHICLE FOR OPEN RECALLS

To check your vehicle's eligibility for repair under this or any other recall, please visit the **Acura Recall Lookup** tool at [www.recalls.acura.com](http://www.recalls.acura.com) and enter your Vehicle Identification Number (VIN).

### OWNER INFORMATION

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner of this vehicle. If this is not the case, or if any of the information is not correct, please complete, sign and return the Information Change Card and we will then update our records. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

### DO YOU STILL HAVE MORE QUESTIONS?

**Should you have any questions about this recall, please contact your authorized Acura dealer.** Should you need additional assistance, you may contact Acura Client Relations at 1-888-234-2138.

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 the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Acura Automobile Division

Campaign #KA3 / Service Bulletin #16-028

2016 07 08 09:00 AM 16V-344



**ACURA**

**AUTOMOBILE DIVISION**

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

Julio del 2016

Campaña de seguridad NHTSA 16V-344

## CAMPAÑA DE SEGURIDAD IMPORTANTE

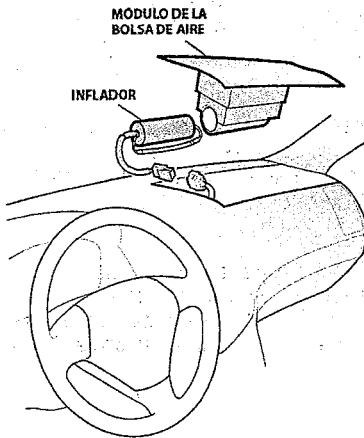
Esta notificación aplica a su vehículo: JH4KB2F60AC [REDACTED]

Estimado [REDACTED]

Esta notificación ha sido enviada a usted de acuerdo al decreto de la oficina de Administración Nacional de Seguridad del Tráfico en las Carreteras (National Highway Traffic Safety Administration o NHTSA por sus siglas en inglés).

### ¿CUÁL ES EL MOTIVO DE ÉSTA NOTIFICACIÓN?

Acura ha determinado que existe un defecto el cual está relacionado con la seguridad del vehículo en algunos vehículos modelo RL año modelo 2005-2011. Los discos propelentes en algunos de los infladores en cuestión pueden degradarse con el paso del tiempo, lo cual podría conllevar a una combustión excesivamente agresiva en el caso que la bolsa de aire se active. Una combustión excesivamente agresiva crea presión interna excesiva cuando el inflador es activado, lo cual podría ocasionar que el cuerpo del inflador se rompa. En el caso de que el inflador se rompa, fragmentos metálicos podrían pasar a través del material cojín de la bolsa de aire, causando posiblemente lesión al ocupante del vehículo.



### ¿QUÉ HARÁ ACURA?

Acura reemplazará el inflador de la bolsa de aire delantera del lado del pasajero sin costo alguno. A continuación se muestra en la izquierda una ilustración de la ubicación del inflador de la bolsa de aire delantera del lado del pasajero, el cual es el único componente del módulo de la bolsa de aire (otros componentes son el cojín de la bolsa de aire y la cubierta del módulo de la bolsa de aire) que será reemplazado durante la reparación de la campaña de seguridad:

Aunque los repuestos están disponibles para realizar los reemplazos del inflador de la bolsa de aire en el momento de la notificación, el alcance de la campaña de seguridad del inflador de la bolsa de aire actual crea la posibilidad que los repuestos necesarios para realizar la reparación de la campaña de seguridad no estén disponibles en el momento cuando usted llame para programar su cita con nuestro concesionario Acura autorizado.

### ¿QUÉ DEBE HACER USTED?

Llame a cualquier concesionario y haga una cita para la reparación de esta campaña de seguridad. El tiempo de inspección y reparación completo puede tomar aproximadamente 48 minutos sin embargo, por favor confirme con su concesionario la cantidad de tiempo que su vehículo necesitará estar en el concesionario. ¡Si usted no es el único conductor de este vehículo, por favor informe a todos los conductores y pasajeros sobre ésta información importante!

Acura le sugiere que evite que se siente un pasajero en el asiento del pasajero delantero hasta que la reparación de la campaña de seguridad haya sido realizada.

### VERIFIQUE SI SU VEHÍCULO TIENE UNA CAMPAÑA DE SEGURIDAD PENDIENTE

Para verificar que su vehículo califica para la reparación bajo ésta u otra campaña de seguridad, por favor visite la herramienta de búsqueda "**Acura Recall Lookup**" en [www.recalls.acura.com](http://www.recalls.acura.com) e ingrese su número de identificación del vehículo (VIN).

### INFORMACIÓN DEL PROPIETARIO

Usted recibió ésta notificación porque las regulaciones gubernamentales requieren que ésta notificación sea enviada al último propietario registrado. Nuestros registros están basados principalmente en los datos de título y registro en el estado, el cual indica que usted es el propietario actual de este vehículo. Si no es el caso o si la información no está correcta, por favor complete, firme y devuelva la tarjeta de Cambio de información anexa y nosotros actualizaremos nuestros registros. Si usted es el arrendador de este vehículo, las regulaciones federales requieren que usted envíe una copia de ésta notificación a su arrendatario en un lapso de diez días.

### ¿USTED TODAVÍA TIENE MÁS PREGUNTAS?

Si tiene preguntas acerca de ésta campaña de seguridad, por favor comuníquese con su concesionario Acura autorizado. En caso de necesitar asistencia adicional, usted puede comunicarse con Relaciones con el cliente Acura al 1-888-234-2138.

Si usted cree que American Honda o el concesionario ha fallado o no le es posible reparar el defecto en su vehículo, sin cobro alguno, dentro de un período de tiempo razonable (60 días desde la fecha en que usted contactó por primera vez el concesionario para la cita de la reparación), usted puede enviar una queja a: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternativamente, usted también puede comunicarse con el número de llamada sin costo (Toll-free) Safety Hotline de NHTSA al 888-327-4236 (TTY 800-424-9153), o visitar la página web <http://www.safercar.gov>.

Le pedimos disculpas por cualquier inconveniente que esta campaña de seguridad pudiera causarle.

Atentamente,

American Honda Motor Co., Inc.  
División Automotriz de Acura

Campaña #KA3 / Boletín de Servicio #16-028



REC-03 00 0000-100 0000 00000000