

CL-10902920-9842

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

DATED: AUGUST 17,2016

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC ADMINISTRATION
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 10590

[REDACTED]

AUG 25 2016

NEW YORK, NY [REDACTED]

HOME PHN: [REDACTED]

Please be informed, that since I had received a recall letter on March 2016, concerning solo owner Acura 2014 (RDX) on repair Air box safety replacement. Dealer fail to provide me for appointment For repair due that they did not have the parts, beside take the car to the dealer, couple time, phone call and provide letters to both company. Apparently Nothing is done so far. I need some advised or help on this matter because this very emergency situation.

Encloses letter and address for additional info.

Sincerely,

[REDACTED]

NM
83116
SMD

AMERICAN HONDA MOTO, INC
ACURA CLIENT RELATIONS
MAIL STOP 500-2N-7E
929 TORRANCE BLVD
TORRANCE, CA 90501-2746

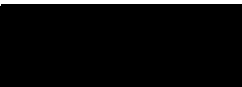
JULY 05,2016


NEW YORK, NEW YORK 
PHONE: 

IN REFERENCE TO A RECENT LETTER ABOUT SAFETY RECALL FOR ACURA RDX.
AFTER STOP BY THE DEALER REFUSED REPAIR, BECAUSE THEY NEED REQUEST FROM
YOUR COMPANY IN ORDER TO GIVE ME APPOINTMENT FOR REPAIR. LET ME TELL YOU
THIS IS A VERY EMMERGENCY MATTER.

PS: ENCLOSES COPIES

SINCERELY,





ACURA

AUTOMOBILE DIVISION

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

March 2016

NHTSA Recall 16V-061

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 5J8TB4H53EL [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 2007-2016 model year RDX 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 or to call Acura Client Relations at 1-800-382-2238, 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

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 2007-2016 Acura RDX 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. 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 #JY2 / Service Bulletin #16-010

0504-06-00-0005547-0002-0011303

CURRY ACURA

685 Central Park Ave, Scarsdale, NY 10583
1-888-928-7451 • www.curryacura.com



NEW YEAR'S
Sales Event

2936*****AUTO**3-DIGIT 100

[REDACTED]
New York, NY



H HONDA
Financial
Services

Acura Financial Services
P.O. Box 7003
Holyoke, MA 01041

>00031 3298346 001 008161 ACWELBCK 4

[REDACTED]
NEW YORK, NY



Welcome Back to our Family!

May 18, 2013

Re: Account Number: [REDACTED]
2014 ACURA RDX
VIN: 5J8TB4H53EL [REDACTED]

Dear [REDACTED]

Welcome back to our family. Thank you for choosing to finance with us again, and coming back to our family. We're here to support your financial needs. As you know, our goal is to provide you with the same premier service that you've come to expect from our products.

AMERICAN HONDA MOTO, INC
ACURA CLIENT RELATIONS
MAIL STOP 500-2N-7E
929 TORRANCE BLVD
TORRANCE, CA 90501-2746

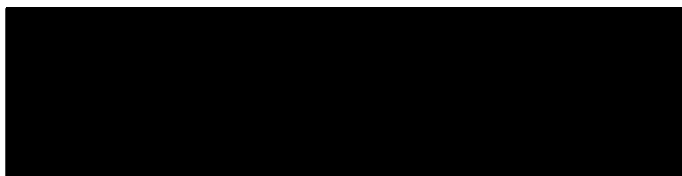
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 1200 New Jersey Avenue SE
 Washington, DC. 20590

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