 <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>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 18-JUN-2019 AUG 19 2019	
OWNER INFORMATION (Type or Print)				Repository <input type="checkbox"/> Reference No. 11220992	
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
ELDRIDGE		IA			
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			Make	Model	Model Year
5FRYD4H48E[REDACTED]			ACURA	MDX	2014
Date Purchased		Dealer's Name and Telephone Number		Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City		State	Zip Code	
<input type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	<input type="checkbox"/> Cruise Control				28-MAR-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	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: DOTMAL9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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).					
TL* TAKATA RECALL. THE CONTACT OWNS A 2014 ACURA MDX. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 19V256000 (AIR BAGS). THE NOTICE STATED TO TAKE THE VEHICLE TO ACURA OF PEORIA (309-692-7800, 7500 NORTH ALLEN RD, PEORIA, IL 61614), WHICH WAS NOT A REASONABLE ACCOMMODATION FOR THE CONTACT. THE MANUFACTURER WAS CONTACTED REGARDING PART AVAILABILITY AND DEALER LOCATION. THE DEALER WAS NOT CONTACTED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.					
<i>*Not a Takata recall* (see attachment)</i> <i>Tailgate light gasket that may lead to tail light failure</i>					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Called American Honda Customer Support + Campaign Center to explain that we do not have a local Acura dealership. were assigned a "caseworker" who told us that a Honda dealership would not do recall work because "Honda mechanics do not have adequate training or tools to complete repairs." We asked to speak to a manager and were refused this opportunity. We have two local Honda dealerships but our caseworker said neither could do the recall work. Travel to Peoria IL (nearest Acura dealer) would be at our cost.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

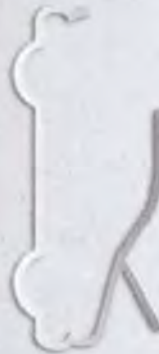
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



May 2019

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 5FRYD4H48EB [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 2014-2019 model year MDX and 2017-2019 model year MDX Sport Hybrid vehicles. Due to slight body variations in the tailgate, the gasket that seals the tailgate light from moisture can deform. Exposure to low ambient temperatures and moisture may further compromise the gasket. A deformed/compromised gasket can allow for moisture to enter the tailgate lights, possibly resulting in:

- 1) a blown fuse, which disables the front and rear position lights (including the tailgate lights and taillights), and some interior lighting (such as illumination of the climate control and electronic gear selector buttons); or
- 2) the failure of one or both of the tailgate lights.

Loss of a tailgate light and/or taillight reduces vehicle visibility and increases the risk of a crash.

WHAT WILL ACURA DO?

The dealer will inspect the tailgate lights. If either tailgate light has failed, the dealer will replace both tailgate lights and inspect/replace the corresponding fuse for free. If both tailgate lights operate properly, the dealer will modify the tailgate lights and install updated gaskets and a wiring sub-harness for free.

WHAT SHOULD YOU DO?

Please call any Acura dealer and make an appointment to have your vehicle's tailgate lights inspected and either replaced or modified for free. Once you make an appointment for your vehicle, and it is determined that both tailgate lights need replacement, be advised that the total replacement process may take approximately 45 minutes. If both tailgate lights operate properly, be advised that the total repair process to modify the taillights and install updated gaskets and a wiring sub-harness may take approximately 1 hour and 15 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

CHECK YOUR VEHICLE FOR OPEN RECALLS

You can 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 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?

If you have questions or concerns, we encourage you to:

- contact your local Acura dealer; or
- call American Honda's Customer Support & Campaign Center at 1-888-234-2138; or
- visit Twitter @AcuraClientCare; or
- visit www.recalls.acura.com to use "Ask Us", our 24/7 virtual agent.

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.

Case #: [REDACTED]
Complaint Number: 011ZZ099Z
www.nhtsa.gov
Consumer Protection
515-281-5926

NHTSA Recall 19V-256