

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

From: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED]  
Date: [REDACTED]

On: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]

**Subject:** [REDACTED]

With Regs. to: [REDACTED]

FW: Follow up to ODI Complaint -----11390723 -----

From: EVOQ (NHTSA) (evoq@dot.gov)

To: [REDACTED]

Date: Wednesday, February 10, 2021, 03:57 PM EST


Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



42.6kB

OBI Complaint 11390723

Form Approved: D.M.B. No. 2127-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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>Date Received 29-JAN-2021</p>		<p>Repository <input type="checkbox"/> Reference No. 11390723</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>				
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>
<p>Address [REDACTED]</p>		<p>Evening Telephone Number Same</p>		
<p>City GREER</p>	<p>State SC</p>	<p>Zip Code [REDACTED]</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><b>VEHICLE INFORMATION</b></p>				
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 19UUA8F278A [REDACTED]</p>		<p>Make ACURA</p>	<p>Model TL</p>	<p>Model Year 2011</p>
<p>Date Purchased 6-23-14</p>	<p>Dealer's Name and Telephone Number Bradshaw Acura 864-297-4529</p>		<p>Engine: No. Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Greenville</p>	<p>State SC</p>	<p>Zip Code 29607</p>	
<p>Transmission Type Auto</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p>Powertrain Yes</p>	<p>Multiple Failure: Yes - Soc Acura Workorder</p>	<p>Incident Date(s) 04-JAN-2021</p>

<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: 060000 ENGINE (PWS)</p>		<p>Failure Mileage 105000</p>	<p>Failure Speed 0</p>

<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></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><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></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><b>APPLICABLE INCIDENT INFORMATION</b> (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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</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).

TL\* THE CONTACT OWNS A 2011 ACURA TL. THE CONTACT STATED THAT AFTER PARKING THE VEHICLE, THERE WAS SMOKE COMING FROM THE ENGINE COMPARTMENT. THE FIRE DEPARTMENT WAS CALLED OUT AND DISPERSED THE SMOKE. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER BRADSHAW ACURA (2450 LAURENS RD, GREENVILLE, SC 29607, (864) 297-4529) WHERE IT WAS DIAGNOSED WITH NEEDING AN UNKNOWN BOX ASSEMBLY, EPS, APS UNIT, AND SUB-HARNESS TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 105,000.

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.

Blissman  
2/1

DELETED IN MS  
CALLED BY SALES  
08/21/14 10:07  
08/21/14 10:07

Sale

Exp: 01/14  
Entry Method: Retail CP  
USA 1.000.00  
12/20/14  
Appr Code: 25450  
Branch: [REDACTED]  
3002566101054  
6550  
014253

COLLISION CENTER:  
(884) 234-6070



INVOICE DATE	01/21/21	INVOICE NO.	[REDACTED]
LABOR RATE	904.21	COLOR	WHITE
YEAR / MAKE / MODEL	11/ACURA/TL/4DR SDN	DELIVERY DATE	06/23/14
VEHICLE ID. NO.	19UUABF27BA	DELIVERY MILES	59,745
P.T.E. NO.	[REDACTED]	SELLING DEALER NO.	[REDACTED]
RESIDENCE PHONE	[REDACTED]	R.O. DATE	01/04/21
COPIES	[REDACTED]		

LABOR & PARTS  
 JOB # 1 07ACZ \*ENGINE TECH(S): 9149 1167.89  
 TOW IN. CUSTOMER STATES THAT THERE WAS AN ENGINE FIRE, DIAGNOSED AND REPLACED THE ELECTRIC POWER STEERING RACK, THE ELECTRIC POWER STEERING CONTROL UNIT, AND THE STEERING RACK WIRING HARNESS. TEST AND VERIFIED THE REPAIR. ALL SYSTEMS ARE WORKING NORMALLY AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	53600-TK4-A01	BOX ASSY., EPS	2124.83	2124.83
JOB # 1	1	39980-TK4-A01	EPS UNIT	803.35	803.35
JOB # 1	1	53683-TK4-A01	SUB-HARNESS, EP	110.80	110.80
				JOB # 1 TOTAL PARTS	3038.98
				JOB # 1 TOTAL LABOR & PARTS	4206.87

JOB # 2 13ACZ MULTIPOINT INSPECT TECH(S): 9149 0.00  
 PERFORM MULTI-POINT VEHICLE INSPECTION  
 MULTI-POINT VEHICLE INSPECTION  
 MULTI-POINT VEHICLE INSPECTION COMPLETED

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	ACU	ENVIRONMENTAL COMPLIANCE CHARGE		20.00	
JOB # 1	SSD	SERVICE SUPPLIES DELETE		-20.00	
				TOTAL - MISC	0.00

COMMENTS  
 GEICO PAYS 3389.21 WITH CHECK.  
 CUSTOMER PAYS 1000.00 DEDUCTIBLE.

TOTALS	
WE APPRECIATE YOUR BUSINESS.	TOTAL LABOR... 1167.89
LABOR AND PARTS WARRANTY 12 MONTHS OR 12,000 MILES WHICH EVER COMES FIRST.	TOTAL PARTS... 3038.98
THIS INVOICE SERVES AS YOUR WARRANTY FOR REPAIRS.	TOTAL SUBLET... 0.00
	TOTAL G.O.G... 0.00
	TOTAL MISC CHG... 20.00
	TOTAL MISC DISC... -20.00
	TOTAL TAX..... 182.34
	<b>TOTAL INVOICE \$ 4389.21</b>

CUSTOMER SIGNATURE  
 AHM customer support a.h.m. Honda.com  
 \$3389.21  
 \$1000.00

disclosure of warranties  
 The only warranties appearing on this invoice are those specifically set forth by the manufacturer. For safety recall through locations of warranties, other policies or procedures may be applied to certain vehicles of manufacturer or Honda. In a separate document and without obligation, the authorized service center may be required to provide an estimate of the cost of repair. The cost of repair may be limited to repair from the following: any component(s) damaged to property, damage to loss of use, rental car loss of profit, or repair of any other physical damage.



THANK YOU  
 FOR THIS OPPORTUNITY  
 TO SERVE YOU

Case [REDACTED]  
 Address [REDACTED]

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

RPH Creative-BJ - Broadcast Activa Service Invoice - L Rev. 1/04