



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 24, 2023

The Honorable Garret Graves
Member, U.S. House of Representatives
2351 Energy Drive, Suite 1200
Baton Rouge, LA 70808

NEF-109 rrr
Ref. No. 11480309

Dear Congressman Graves:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning his model year (MY) 2015 Acura RLX vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain a safety defect, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a report from [REDACTED] regarding the issue he experienced with his vehicle through our website on August 20, 2022 (Ref. No. 11480309 enclosed). When a motorist submits a complaint to NHTSA, the complaint does not automatically prompt a contact or open a formal investigation by our agency. The information from [REDACTED] report was entered into our complaint database. Our staff reviewed the complaint, in conjunction with other relevant information, to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

In response to this report, we reviewed our database to identify whether a safety defect trend exists with the steering system, specifically the All-Wheel Steer (AWS) feature in MY 2015 RLX vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. We identified the Acura technical service bulletin (TSB) [REDACTED] referenced in his August 2, 2022, report to NHTSA. TSB 13-041 addresses a moaning or rubbing noise while driving straight or making slight turns due to a lack of lubricant in the rear toe control actuators. The TSB is limited to MY 2014 RLX vehicles and does not address the steering problem described by [REDACTED].

Please note that the issuance of a TSB by a manufacturer does not mean that a vehicle contains a safety-related defect within the purview of our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue TSBs at their discretion to address a known problem unrelated to motor vehicle safety and to help restore customer satisfaction.

While NHTSA continuously monitors manufacturer TSBs to identify potential vehicle safety issues, the manufacturer remains responsible for all aspects of TSBs, including the nature and scope of the repair and the vehicle make, model, and years at issue.

We entered [REDACTED] information into NHTSA's database where it will be used with other reports as part of NHTSA's ongoing review of potential motor vehicle safety issues that may require our attention. [REDACTED] can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage [REDACTED] to continue to work with Acura and his local dealer to explore the potential for an amicable resolution to his problem. He can ask his dealership for a meeting with an Acura district manager to discuss his problem. [REDACTED] may also consider contacting his local Consumer Protection Agency or the Louisiana Attorney General's Office regarding his problem and rights under State law. As you know, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if [REDACTED] believes this issue potentially relates to such a practice, he may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

[REDACTED] may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. [REDACTED] can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov.

Sincerely,

[REDACTED]

Ron Thaniel
Director, Governmental and External Affairs,
Office of Governmental Affairs
Policy and Strategic Planning

Enclosure



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

20-AUG-2022

Repository ☐

Reference No.
11480309

OWNER INFORMATION (Type or Print)

Name Dave Vendur

Address 31706 Netterville Road

City Denham Springs

State LA

ZIP Code 70726

Daytime Telephone Number
4074612860

E-mail Address
dmvendur@hotmail.com

Evening Telephone Number

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
JH4KC1F57FC000253

MAKE
ACURA

Model
RLX

Model Year
2015

Date Purchased

Dealer's Name and Telephone Number

Engine: 3.5
No: Cylinders 6

Fuel Type:
GAS

Original Owner
☐

Dealer's City

STATE

ZIP Code

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Multiple Failure:

Incident Date(s)
15-JUL-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING

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: DOTMAL 9ABC036)

☐ Original Requirement
☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police
N

Narrative Description of Incident(s), Crash(es), 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).

When you are driving the steering wheel is jerked out of your hand causing the vehicle to change lanes. The problem happens intermittently. Date the issue started was around 7/15/2022 and has continued since. Our vehicle has been taken to Acura of Baton Rouge but they are unable to get a fault code on the computer to know what to fix. Please note this is note the first issue with this so called all wheel steering system. See Acura service bulletin 13-041. Your agency has addressed this issue in the past but did not go far enough. We have contacted Acura customer service and have been advised that without a diagnosis code, they cannot help. In my research it appears there is a constant issue with this "all wheel steering system". Most can be seen at: <https://www.carproblemzoo.com/acura/rlx/steering-problems.php> and <https://www.cars.com/articles/2014-16-acura-rlx-steering-wheel-issue-1420682714078/d> There are numerous complaints about this all wheel steering system and as most have posted, Acura/Honda has refused to address the issue. These vehicles are a hazard to drive and are going to get someone seriously injured. My wife nearly missed a head on collision the other day. Time to re-open the investigation on all of Acura's "all wheel drive systems" before deaths occur.

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.

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