

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11510564-----
Date: Monday, April 24, 2023 9:34:36 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, April 21, 2023 5:13 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: RE: Follow up to ODI Complaint ----- 11510564-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir/Madam

Attached:
Vehicle Owner's Questionnaire
Windshield repair receipt
Broken Windshield picture

If you have any questions, please contact me.

[REDACTED]
[REDACTED]
[REDACTED]

U.S. Department
of TransportationNational 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

07-MAR-2023

Repository ☐Reference No.
11510564

OWNER INFORMATION (Type or Print)

Name

Address

City

Elizabeth

State

NJ

ZIP Code

Daytime Telephone Number

E-mail Address

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

5J8TC2H36KL

MAKE
ACURAModel
RDXModel Year
2019

Date Purchased

11/18/2018

Dealer's Name and Telephone Number

Springfield Acura
(973) 912-9000

Engine:

4

Fuel Type:

Gasoline

Original Owner



Dealer's City Springfield

STATE

NJ

ZIP Code

07061

Transmission Type

Automatic



Antilock Brakes



Cruise Control

Powertrain

SH-AWD

Multiple Failure:

Incident Date(s)

06-MAR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 130000 VISIBILITY

Failure Mileage
33876.0Failure Speed
00 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
MICHELINTire Model (Name or Number)
CROSSCLIMATE2 ALL SEASONTire Size (Example P215/65R15)
235/55R19

DOT No. (Example: DOTMAL 9ABC036)

☒ Original Requirement
☒ Prior RepairFailure Location: 630 Floral Avenue, Elizabeth, NJ 07208
Owner's driveway

Tire Component Code 05V XL BSW MSPN 08499

Tire Failure Type: Note

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



No

Fire



No

Number of Persons Injured

0 (None)

Number of Deaths

0 (None)

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).

The contact owns a 2019 Acura RDX. The contact stated that while the vehicle was parked, the rear tailgate glass shattered when the front driver's side door was opened. The cause of the failure was not yet determined. The contact stated that no object had struck the window to cause the failure to occur. The local dealer was notified of the failure. The manufacturer was not yet contacted. The failure mileage was 33,876.

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.



SPRINGFIELD ACURA INC

243 ROUTE 22
SPRINGFIELD NJ 07081
(973) 912-9000

03/09/2023

14:11

Sale

Trans #: 22 Batch #:

VISA CHIP Contactless
***** **/**

AMOUNT: \$696.26

Surcharge: \$20.75

SUB TOTAL: \$717.01

TOTAL AMT: \$717.01

Resp: APPROVAL
Code: 03294G
Ref #

App Name: CHASE VISA
AID: A00000000031010
TVR: 0000000000

We impose a surcharge of 2.980% plus \$0.00 on the total purchase transaction amount on credit card products, which is not more than our cost of acceptance.

CUSTOMER COPY





243 Route 22 E - Springfield, NJ 07081
(973) 912-9000

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m. Mon, Wed, Fri
7:30 a.m. to 8:00 p.m. Tues, Thurs
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
03/07/23	
R/O Close Date	Status
03/09/23	Pre-Invoice
Mileage In	Mileage Out
33877	33878
Service Advisor / Tag #	
Robert Diaz/335	
5J8TC2H36KI	
Delivery Date	In-Service Date
11/12/18	11/12/18
Color	License Number
SI/EN	

Year	Make	Model	Body		
2019	ACURA	RDX	SH-AWD		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email	
#1 - 61ACZ: EXTERIOR TRIM c/states replace rear glass shattered Tech: Calvin Johnson (933) Work performed by VISION QUEST AUTO GLASS : 707532 Installed 73211-TJB-A02 :GLASS SET, RR. Sub Total: 640.00	50.00 250.00 1@340.00 340.00
#2 - 60ACZ11: SEAT BELTS c/states 2nd row middle seat belt does not sop in Caused by TECH CONFIRMED SETABELT NOT RETRACTING Tech: Calvin Johnson (933) Installed 04829-TJB-A00ZB :OTR ST, RR. *NH900L* REPLACED SECOND ROW MIDDLE SEAT BELT 8551B7/03001/01201/ 1.3 PARTS ORDERED ON 09/09/22 RO# 665894 29315 MILES	Warranty Warranty
#3 - MPI: MULTI POINT INSPECTION Sub Total: .00	
#4 - WASH: COMPLIMENTARY CAR WASH Sub Total: .00	

"I hereby authorize the repairwork hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. If full payment is not made I understand I'm subject to the maximum interest rate by law and all local fees associated with collection. All parts removed will be discarded unless otherwise specified. You shall be authorized to add your plate frames to our existing plate.

X

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS

I agree to submit to binding arbitration any dispute, controversy claim arising out of or relating to repairs or maintenance performed on my vehicle at Springfield Acura. Any arbitration shall be administered by the American Arbitration Association under its rules and procedures. I understand that by this agreement to arbitrate all such matters, I am knowingly and voluntarily giving up and waiving my right to file a lawsuit and to have a jury trial.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	50.00
PARTS	340.00
DEDUCTIBLE	.00
SUBLET	250.00
SHOP SUPPLIES	13.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	43.26
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	696.26



