

From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11515306
Date: Wednesday, July 12, 2023 2:00:16 PM

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.

From: [REDACTED]
Sent: Monday, July 10, 2023 4:18 PM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: Fwd: Repair Diagnosis Information Request: [REDACTED]

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.

NHTSA Case Number: 11515306

Provided for information and response please.

Thank you,
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: July 10, 2023 at 4:10:25 PM EDT
To: Acura Client Relations <acr@ahm.acura.com>
Subject: Re: Repair Diagnosis Information Request: [REDACTED]
ref: [REDACTED]

Good day,

As requested I have taken my car to a Acura dealership service department to assess the manufacturer defect that impacts functionality of the passenger air bag. My request is that Honda Motors pay for the repair of this manufacturer defect.

Thank you,
[REDACTED]

Customer Detailed Copy

Lithia Priority Acura
1701 S Military Highway
Chesapeake, VA 23325 US
(757) 523-1700

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CUSTOMER NO. [REDACTED]		SERVICE ADVISOR: Brandon Moseley		DATE: [REDACTED]	INVOICE DATE:	INVOICE NO.:
[REDACTED]		HOURLY RATE:	LOGS NO.:	MESSAGE NO. 167347	COLOR: RED	STOCK NO.:
[REDACTED]		VEHICLE MAKE/MODEL: 2007 Acura TL			DELIVERY DATE: 10/17/2014	WARRANTY OUT:
CHESAPEAKE, VA [REDACTED]		VEHICLE IDENTIFICATION NO. 19UUA66267			RECORD NO.:	WARRANTY IN:
[REDACTED]		CELL PHONE: [REDACTED]	PO # [REDACTED]	DATE: 07/10/2023		CLASS NO.:
TEL HOME: [REDACTED]		COMMENTS:				

LINE	OP CODE	DESCRIPTION	ESTIMATE
# 1		replace the dash board. cracking a little	Labor 1487.07
		replace the dash board. cracking a little	Parts 1851.16
		Parts:	Misc 0.00
		PANEL *NH167L* Qty 1.00, CR	Discount (0.00)
Line Total			3338.23

77120-SEP-A032A

Sent from my iPhone

On Apr 19, 2023, at 1:25 PM, Acura Client Relations <acr@ahm.acura.com> wrote:

We appreciate you taking the time to contact us regarding your Cracked dash.

Our team would like to gather additional details to assist with your request.

For us to evaluate your request, we first need a diagnosis from a Acura authorized dealer. The service department at a certified dealership is in the best position to diagnose your vehicle and determine the best available corrective action. We encourage you to contact the service department of your preferred dealership for assistance with a diagnosis.

You can find your local Dealer here:

<https://owners.acura.com/service-maintenance/dealer-search>

After the diagnosis is completed by an authorized dealership, please reply to this email with the following information:

- Involved dealership
- Details of your request:
 - ?When was the first time (approximate date) you noticed the issue?

Answer: winter 2022

- How often does the issue happen within a time frame (e.g., once a month)?

Answer: permanent

- What is the name & title of the person(s) assisting you at the dealer?

Answer: please see attached picture

- What is the reason/explanation provided by the dealer, as to what caused this issue?

Answer: manufacturer defect

- What repairs/services have been completed (if any)?

Answer: none related to this issue

- What repairs/services have been suggested?

Answer: dash replacement

- What are the costs estimated for the repair (if any?)

Answer: \$3,338.23

Please attach any documents (e.g., repair orders) you received from the dealer when attempting to resolve this issue. We look forward to hearing back from you to assist with your request. If we do not hear back in 5 days your case will be closed.

Sincerely,
American Honda Motor Co., Inc.
Case #: [REDACTED]

Attention: If you are not the intended recipient, please delete the message and notify the sender. Thank you for your cooperation.

[REDACTED]

