

Waterbury,

Email

09/29/23

Subject: FORMAL COMPLAINT

To whom it may concern,

My name is [REDACTED] I am writing this complaint due to the lack of professional ethics and/ or morals concerning the safety issues regarding my 2014 ACURA RLX ADVANCE P-AWS VIN#JH4KC1F96EC [REDACTED]

This complaint is being made against Acura Automobile Division, American Honda Motor Co. Inc. 1919 Torrance Blvd. PO Box 2215 Torrance CA 90509-9870; WIZ Autos 250 Ferry Blvd. Stratford, CT 06615 and LORENSEN AUTO GROUP (corporate address unknown to complainant)

Please be advised that this complaint excludes FIRST AUTOMOTIVE DBA/ AKA DEALERS ALLIANCE CORPORATION of ALBUQUERQUE, NM. Although they may be mentioned throughout the context of this complaint, they have satisfied their contractual obligation to the extent of their ability under our previous contract.

On 03/24/2022 I purchased the above mentioned vehicle from WIZ Autos of Stratford. I was not given or offered the opportunity to view the Carfax for this vehicle. It came to my attention much later that the original owner must have had similar issues due to the fact there were 5 pages of service visits listed with no accidents. The original owner only drove the car for 52,246 miles.

I am attaching my original complaint to the BBB for your review along with other documentation that will prove this to be a manufacturing defect and a safety hazard per NHTSA DOT HS 812 576. On this particular attachment, I have noted several pages within the safety report where I and my clients have experienced similar if not the exact same issues. I am not a mechanic, nor any type of legal person and I don't understand the full report but, I do understand the complete and utter disregard for human life that is being displayed by these companies. Because the report is a little over 300 pages, I am making reference to it so that if anyone is interested in all of the issues I noted, they can be found by Google searching NHTSA, then the document number.

I am also attaching 2 different letters from American Honda that state I should bring the vehicle to any Acura dealer if I am experiencing these issues and they will repair it at no cost to me.

I did bring it 2 times and both times I was told they could not duplicate the issues so they wouldn't repair/replace it. They could not duplicate the issues because they did not drive the car while it was in their possession. I have original documentation from Acura of Milford stating that I was sold an unsafe car and that the rear toe actuators need to be replaced. I am attaching all 3 estimates. Please note that all of the Acura dealership documentation is from the Lorenson Auto Group.

I imagine they share information through these groups and have decided that my life, the lives of any passengers or any other vehicle involved if a complete rear toe actuator failure happens while the car is being driven and control is lost...

How many people would have to die because Lorensen Auto Group refused to replace the defective parts as recommended by ACURA, because WIZ AUTOS did not apply proper due diligence to properly repair the car before selling it to an unsuspecting and innocent person???

HOW MANY lives have to be put at risk before AMERICAN HONDA CO. is forced to recall and repair the car no questions asked??? Over 200 complaints exist for this model vehicle.

Not only are they trying to force me to pay for the repair, but I was told sometime in August 2023 by a case manager named KAELYN, CASE# [REDACTED] at AMERICAN HONDA that they were "not going to repair the car until a complete failure occurs." She also stated that the "extended warranty is only good for 10 years from the original purchase date." My original purchase date as stated is approximately 18 months old.

I would like for AMERICAN HONDA CO. to replace all rear toe actuators and repair or replace any other rear end suspension issues that have risen out of these safety issues. I would like for the NHTSA to hold AMERICAN HONDA CO responsible and recall any AMERICAN HONDA/ACURA with this issue and have them either replace the vehicle or fix it at no charge to ANY customer.

I would like for WIZ AUTOS to reimburse me for all towing, rental cars, tires and brakes. I am on my 3rd set of tires and brakes in 18months because of these issues. And they should be shut down for inspection by DMV Dealer/Repair Complaint department.

As far as LORENSEN AUTO GROUPS failure to repair/replace documented defective parts, I leave them up to you folks as I am tired of fighting for what is right in this situation.

I cannot comprehend selling or allowing repossession of this car to be passed on to another unsuspecting innocent person. I feel that it would be reprehensible to allow such a person to undergo the extreme suffering and possible demise that I have experienced at the hands of greedy commercial enterprises. If said person should die because I allowed this car to be passed on, their blood would be on my head. While I cannot allow that, I must try to prevent it from happening again.

Please feel free to contact me at any time regarding this issue.



This complete complaint with all attachments is being sent to the following offices.

Department of Motor Vehicles

Consumer Complaint Center

60 State Street

Wethersfield, CT. 06161

Attorney General

William Tong

165 Capitol Avenue

Hartford, CT. 06106

Vehicle Complaint

Senator Blumenthal

90 State House Sq. 10th Floor

Hartford, CT. 06103

Vehicle Complaint

NHTSA Headquarters

1200 New Jersey Ave SE

West Building

Washington DC 20590

Vehicle Complaint

Initial Complaint**08/04/2022****Complaint Type:**

Problems with Product/Service

Status:

Answered

On 3/24/2022 I bought a 2014 ***** from Wiz Auto. I put a deposit of \$4,100 and have paid ***** about \$2000 towards the balance financed. The purchase included an extended warranty. On or around 07/01/2022, I began having trouble with the rear suspension. Thinking it may be defective tires, I replaced them on July 11, for about \$620. On the 12th, I drove the car all day looking for the problem. I lost a full day of work. By Wed afternoon it felt like the whole rear end was going to fall off the car. I ordered a flat bed tow from my home to Wiz auto. I told them what happened, they tried to fluff it off as needed an alignment. I disagreed and made them go over the car again. Meanwhile, I found out that this model had a recall on it in 2014...so, I made mention that what I experienced was exactly what was detailed in the recall. They sent the car to Acura of Milford. Jose at Acura said the recall work had been completed and found several issues with the rear suspension and they were trying to decide how it would be paid for, whether under the recall or under the extended warranty. Since 07/12 I've had to pay not only my car payments but insurance and all the fees associated with renting a car. I have lost the ability to maintain my normal bills because my income has been severely strained by this issue. I have not heard back from Wiz Auto or any affiliate warrantee or service contractor/company. Acura said it is one day worth of work if they have the parts in stock. Why am I still waiting? Why do I have to file these complaints? I want Wiz to take FULL responsibility for selling an UNSAFE car, to pay ALL recommended repairs by Acura since this issue probably caused the other issue, reimbursement for the new tires because this issue probably caused the originals to go bad early. I want reimbursement in full (\$4000.) for lost wages/car rentals due to not receiving/being able to use the product that I am paying for. I've called 16x w/o resolution.

Business response**08/15/2022**

I have reached out to our service dept. as well as the Acura Dealership where the vehicle resides. The customer purchased this vehicle on 03/24/2022 with 52,230 miles. It was brought to our facility on 07/14/2022 with 71,551 miles. The vehicle was looked at by our Foreman and the customer was told it had to be taken to an Acura Dealer because of special suspension equipment that we are not in possession of. **Customer took the vehicle to Acura** → LIE Dealer on 07/28/2022. Vehicle was not sold unsafe. Customer put 19,321 miles in two in a half months. The annual average miles in the US is 12,000 per year. The failure is normal wear and tear based on excessive miles and the customer is not in any kind of warranty through the Dealership. Please let me know if you have any questions and what documents you need from me to conclude this matter.

Customer response**08/23/2022**

Complaint: *****

I am rejecting this response because:

I reject their response due to the following facts:

1. I purchased this car for my business. As a professional driver, I normally drive approximately 5k miles per month. The US average does not apply. I have never, in 30 years, had an actuator or transfer case fail or fall off any car.

2. They stated that I brought my car to the Acura dealer, which you will see is a lie from the attached

email documents.

3. Further documentation shows that this is not a part that fails due to normal wear and tear like tires or brakes.
4. Said documentation will also show that this is a lubricated part and should be covered under Se**ion 1 Power train coverage *Transfer case components
5. If the provider of the service contract continues to decline coverage then it should be the seller who replaces the part or gives me a safe drivable car.

Sincerely,

***** *****



Business response

08/24/2022

Suspension is not under powertrain.
We are not responsible for commercially used vehicles.
Vehicle was sold safe for the road and inspected accordingly.
Vehicle not within **. Used Car Warranty. Time, Miles and Age expired.

VALID ONLY AFTER
RESOLVING ALL
COMPLIANCE
ISSUES

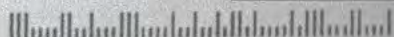
CONNECTICUT REGISTRATION CERTIFICATE
KEEP THIS PORTION IN YOUR VEHICLE - DO NOT MAIL
INSURANCE SHALL BE MAINTAINED AS REQUIRED BY CT LAW

VALID ONLY
AFTER PAYMENT
RECEIVED BY
DMV

[REDACTED]		PLATE CLASS PASSENGER		EXP. DATE 03/23/2025		VEHICLE IDENTIFICATION JH4KC1F96E		YR 14		MAKE ACURA		MODEL RLX ADVA							
VEHICLE TYPE PASSENGER		REGISTERED USAGE REGULAR		LIGHT WT 4,000		GVWR		DECLARED WT		STAND		SEAT		AXLES 1		COLOR BLACK		STYLE 4D	
HAZ MAT? N		TITLE Y		EMISSIONS DUE ABOVE		TOTAL FEE \$207.50		PLATE TYPE STANDARD		TOWN 151		TAX TOWN WATERBURY		[REDACTED]		[REDACTED]		[REDACTED]	
OWNER(S) [REDACTED]												COMMISSIONER OF MOTOR VEHICLES							

NEW RECORD *Sibongile Magubane*

[REDACTED]
WATERBURY, CT [REDACTED]



Jon Lorensen's

ACURA OF MILFORD

1503 Boston Post Rd. • Milford, CT 06460 • (800)272-2872 • Fax No. (203)876-1489

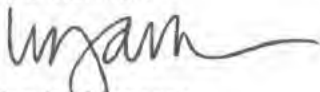
August 15th 2022

2014 ACURA RLX 71,564 MILES
JH4KC1F96E0

To Whom this may concern:

On July, 19th 2022, Wiz Auto of Stratford brought in [REDACTED] vehicle in on her behalf for diagnosis. Customer states vehicle is locking up in the rear, vehicle not braking on flat road. During inspection we found an issue pertaining to [REDACTED] concern. The right rear steering actuator is not operating and the vehicle is out of alignment. The front and rear brakes are measuring at 1mm all around. We find that this vehicle is unsafe for road operation and recommend replacing these components as soon as possible. We have contacted the owner's extended warranty which she purchased with the vehicle from Wiz Auto, however, these repairs are not covered. If you have any questions regarding this diagnosis, please feel free to contact us at [REDACTED]

Liza Martinez



Service Manager

Acura of Milford

Lorensen Auto Group

Acura of Avon • Acura of Milford • Honda of Watertown • Westbrook Toyota
Westbrook Honda • Old Saybrook Chrysler Dodge Jeep Ram • Old Saybrook Hyundai

Customer Detailed Copy

Acura of Milford
1503 Boston Post Rd
Milford, CT 06460 US
(203) 872-0659

Page 1 of 2

CUSTOMER NO.	[REDACTED]		SERVICE ADVISOR	Jose Santa	TAX	[REDACTED]	INVOICE DATE	INVOICE NO.		
WIZ AUTOS 250 FERRY BLVD STRATFORD, CT 06615 JENNIFER@WIZAUTOS.COM			HOURLY RATE	LICENSE NO.	MILEAGE IN	71564	COLOR	STOCK NO.		
			YEAR/MAKE/MODEL			2014 Acura RLX		DELIVERY DATE	01/01/2014	MILEAGE OUT
			VEHICLE IDENTIFICATION NO.			JH4KC1F96E0 [REDACTED]		SELLING DEALER REG.		
			CELL PHONE		RO #	[REDACTED]	R.O. DATE	08/15/2022	FLEET NO.	
TEL HOME	(203) 375-3800	TEL BUSINESS	(203) 375-3800	COMMENTS						

LINE	OP CODE	DESCRIPTION	ESTIMATE
# A	BR17	Brake Rotors/Discs and Pads, Rear - Replace Brake Rotors/Discs and Pads, Rear - Replace Parts: DISK, RR. BRAKE, Qty 2.00, CP3 PAD SET, RR., Qty 1.00, CP3	Labor 189.00 Parts 328.82 Misc 0.00 Discount (0.00) Line Total 517.82
# B	EG36	Belt, Timing w/ Water Pump and Drive Belts - Replace Belt, Timing w/ Water Pump and Drive Belts - Replace Parts: BELT (197YU20 DP1), Qty 1.00, CP3 WATER PUMP, Qty 1.00, CP3 BELT, ALTERNATOR, Qty 1.00, CP3 COOLANT (TYPE-2), Qty 1.00, CP3 TENSIONER, Qty 1.00, CP3 BRK CLEAN, Qty 1.00, CP3 IDLER, TIMING BELT, Qty 1.00, CP3 ADJUSTER, Qty 1.00, CP3	Labor 774.00 Parts 747.38 Misc 0.00 Discount (0.00) Line Total 1521.38
# C	BG5	BG BRAKE FLUID EXCHANGE BG BRAKE FLUID EXCHANGE Parts: BRK CLEAN, Qty 1.00, CP3 BRK FLSH 32, Qty 1.00, CP3	Labor 102.97 Parts 46.18 Misc 0.00 Discount (0.00) Line Total 149.15
# D	BG7	BG TRANSMISSION DRAIN AND FILL BG TRANSMISSION DRAIN AND FILL Parts: WASHER, DRAIN (18MM), Qty 1.00, CP3 TRANS COND, KIT, Qty 1.00, CP3 WASHER, DRAIN (20MM), Qty 1.00, CP3 ACURA DW1 TRANSMISSION, Qty 4.00, CP3 WASHER (24MM), Qty 1.00, CP3	Labor 139.95 Parts 84.83 Misc 0.00 Discount (0.00) Line Total 224.78
# E	BR13	Brake Rotors/Discs and Pads, Front - Replace Brake Rotors/Discs and Pads, Front - Replace Parts: PAD SET, FR., Qty 1.00, CP3 DISK, FR. BRAKE, Qty 2.00, CP3 BRK CLEAN, Qty 1.00, CP3	Labor 189.00 Parts 336.08 Misc 0.00 Discount (0.00) Line Total 525.08

Customer Detailed Copy

Acura of Milford
1503 Boston Post Rd
Milford, CT 06460 US
(203) 872-0659

Page 2 of 2

CUSTOMER NO.	[REDACTED]		SERVICE ADVISOR	Jose Santa	INVOICE DATE	[REDACTED]	INVOICE NO.
WIZ AUTOS 250 FERRY BLVD STRATFORD, CT 06615 JENNIFER@WIZAUTOS.COM			HOURLY RATE	LICENSE NO.	MILEAGE IN	COLOR	STOCK NO.
			2014 Acura RLX			DELIVERY DATE	MILEAGE OUT
			VEHICLE IDENTIFICATION NO. JH4KC1F96E0 [REDACTED]			WARRANTY DATE	WARRANTY MILE
			CELL PHONE	RO #	RO DATE	FLEET NO.	
TEL HOME	(203) 375-3800	TEL BUSINESS	(203) 375-3800	COMMENTS			

# F	MA75	Spark Plugs - Replace Spark Plugs - Replace Parts: S/PLG (DILZKR7B11G), Qty 6.00, CP3	Labor	202.50
			Parts	265.32
			Misc	0.00
			Discount	(0.00)
			Line Total	467.82
# G	BG2	BG2 BG FUEL INJECTION SERVICE BG2 BG FUEL INJECTION SERVICE Parts: BG FUEL, Qty 1.00, CP3	Labor	172.50
			Parts	75.96
			Misc	0.00
			Discount	(0.00)
			Line Total	248.46
# H	BE001	replace right rear aws actuator assembly. 017 / 52340-TY2-A15 / ACTUATOR ASSY., R. RTC replace right rear aws actuator assembly. 017 / 52340-TY2-A15 / ACTUATOR ASSY., R. RTC Parts: ACTUATOR, R. RTC, Qty 1.00, CP3	Labor	0.00
			Parts	1554.02
			Misc	0.00
			Discount	(0.00)
			Line Total	1554.02
# I	4WA	4WA 4 Wheel Alignment-Adjust 4WA 4 Wheel Alignment-Adjust	Labor	149.95
			Parts	0.00
			Misc	0.00
			Discount	(0.00)
			Line Total	149.95

Subtotal 5358.46

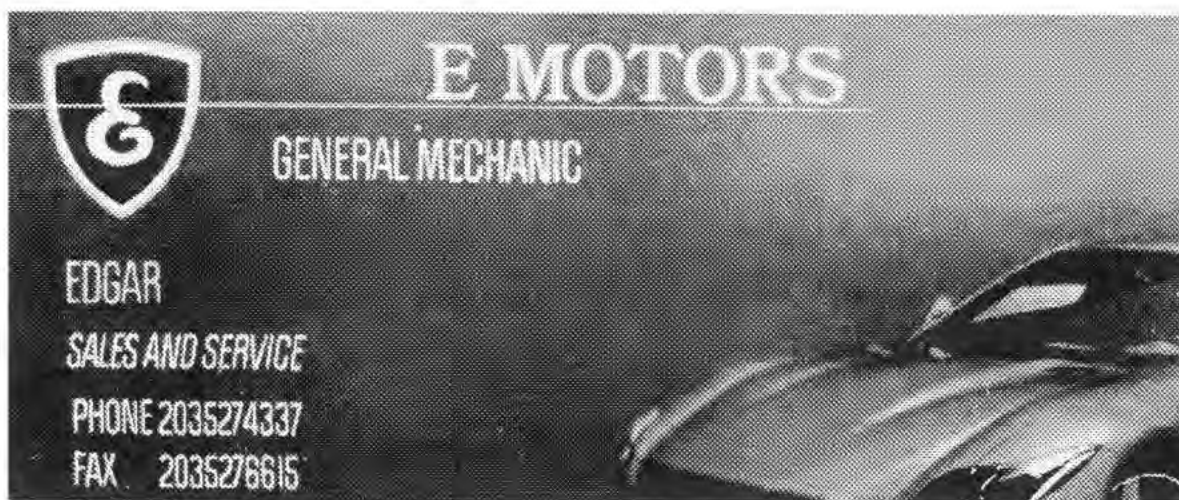
Shop Charges 19.86

Sales Tax 341.52

Total 5719.84

Printed On 08/15/2022 5:45:59 PM

Estimate Expires on 09/14/2022



We received [REDACTED] 2014 Acura RLX ADVANCE on November 2nd 2022 via Durable Radiator towing division. Per her request we included a safety inspection during our normal diagnostic procedure. We completed this service on 11/18/22.

We found that the rear actuators are internal lubricated parts with there being no access externally to lubricate them. Without proper lubrication, the failure of this part will cause the car to become out of alignment and in this case caused excessive and early wear on the brakes, rotors and tires.

More importantly, if the part fails completely, the computer could apply the smallest amount of excessive steering pressure on the steering system and cause the car to snap out of control and crash.

Upon further investigation, we found an open service bulletin from Acura stating that both rear actuator assemblies should be replaced and a four wheel alignment be completed.

Signature

Edgar Lam

Date

11/19/22

E MOTORS
1200 S. MAIN ST
WATERBURY, CT 06706



E MOTORS

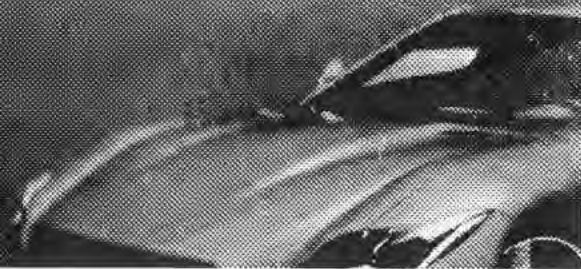
GENERAL MECHANIC

EDGAR

SALES AND SERVICE

PHONE 2035274337

FAX 2035276615



DETAILED ESTIMATE AND SAFETY INSPECTION 11/18/2022

Cust [REDACTED] Address [REDACTED] Waterbury CT [REDACTED] Phone [REDACTED]
Vehicle: 2014 Acura RLX Advance w/PAWS

1. Replace both rear actuator assemblies		
RTC ACTUATOR (right) 52340-TY2-A14	PARTS	2 @ 1554.02
RTC ACTUATOR (left) 52345-TY2-A14		3108.04
	LABOR	300.00
2. Replace Brake Rotors/Discs/Pads (Rear)	PARTS	328.82
	LABOR	150.00
3. Replace Brake Rotors/Discs/Pads (Front)	PARTS	336.08
	LABOR	150.00
4. Four Wheel Alignment	LABOR	90.00
5. Diagnostic	LABOR	100.00

SUBTOTAL	4562.94
TAX	273.77
TOTAL	4836.71



Applies To: 2014 RLX - ALL

November 27, 2013

P-AWS RTC Actuators Moan When Making Small Turns

SYMPTOM

A moaning or rubbing noise is heard from the rear when driving straight and making small side-to-side turning movements with the steering wheel.

POSSIBLE CAUSE

There is a lack of lubrication in the P-AWS (precision all wheel steering) RTC (rear toe control) actuators.

CORRECTIVE ACTION

Replace both RTC actuators.

PARTS INFORMATION

Bracket-Mounting Bolt (Bolt-washer) (8 mm x 16 mm) (two required):

P/N 93403-08016-08

Inner Self-Locking Nut (12 mm) (two required):

P/N 90213-SJ 6-004

RTC Actuator (left):

P/N 52345-TY2-305

RTC Actuator (right):

P/N 52340-TY2-305

Outer Self-Locking Nut (12 mm) (two required):

P/N 90370-SJ A-000

Rear Control Arm Adjusting Bolt (two required):

P/N 90178-TY2-A01

WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
4191H6	Replace both RTC actuators.	1.0 hr
4165A0	Four wheel alignment.	0.4 hr

Failed Part: P/N 52340-TY2-A10

Defect Code: 07409

Symptom Code: 04201

Skill Level: Repair Technician

DIAGNOSIS

Drive the vehicle forward and move the steering wheel slowly side to side to confirm the noise. Then drive the vehicle slowly in reverse and move the steering wheel in the same way that caused the vehicle to make noise when moving forward (the actuators are not operated in reverse).

- If the noise stops, go to REPAIR PROCEDURE.
- If the noise does not stop, this bulletin does not apply. Continue with normal troubleshooting procedures.

April 11, 2015

Applies To:

2014-15 RLX - ALL

2016 RLX - From VIN JHK4C1...G [REDACTED] thru JHK4C1...G [REDACTED]

P-AWS RTC Actuators

(Supersedes 13-041, dated March 14, 2015, to revise the information marked by the black bars)

REVISION SUMMARY

Under PARTS INFORMATION, the RTC actuator part numbers were changed.

SYMPTOM

A moaning or rubbing noise is heard from the rear when driving straight and making small side-to-side turning movements with the steering wheel.

POSSIBLE CAUSE

There is a lack of lubrication in the P-AWS (precision all wheel steering) RTC (rear toe control) actuators.

CORRECTIVE ACTION

Replace both RTC actuators.

PARTS INFORMATION

P/N	
Bracket-Mounting Bolt (Bolt-washer) (8 mm x 16 mm) (two required):	93403-08016- 08 
Inner Self-Locking Nut (12 mm) (two required):	90213-SJ6-004
RTC Actuator (left):	52345-TY2-A14
RTC Actuator (right):	52340-TY2-A14
Outer Self-Locking Nut (12 mm) (two required):	90370-SJA-000
Rear Control Arm Adjusting Bolt (two	90178-TY2-A01

July 2023

Warranty Extension: 2014–2019 RLX Rear Toe Control Actuators

Dear [REDACTED]

What is the reason for this Warranty Extension?

Under certain circumstances, abnormal noise may be heard from the rear when driving straight or making small side-to-side turning movements with the steering wheel. The MIL may also illuminate with certain DTC codes.

To ensure your confidence in your vehicle, Acura is extending the warranty coverage for the rear toe control actuators related to this condition to 10 years from the original date of purchase with no mileage limitation.

This warranty extension provides coverage for the original owner and any subsequent owners. No action is required on your part unless you experience a problem. This warranty extension will not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer or has a branded or similar title under any state's law.

What will Acura do?

If you are experiencing a problem related to this condition, Acura will replace the rear toe control actuator for free. Please call any authorized Acura dealer and make an appointment to have your vehicle repaired for FREE. Once you make an appointment for your vehicle, be advised that the repair may take approximately 1.5 hours. 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.

Lessor information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current registered owner of a 2014-2019 RDX involved in this warranty extension. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed postage-paid Information Change Card. We will then update our records.

If you previously paid to have your rear toe control actuator replaced due to this condition, you may be eligible for reimbursement, even if you no longer own the vehicle. Refer to the attached reimbursement instructions for eligibility requirements and the reimbursement procedure.

If you have questions

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call American Honda's Customer Support & Campaign Center at 1-888-234-2138. You can also visit AskUs.acura.com to use our 24/7 virtual agent, or locate a dealer online at www.myAcura.com. If you are a client in a U.S. territory, please contact your local distributor/dealer.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.

NOTICE: If this is a leased vehicle, please forward this notice to the lessee.

Acura Check list

July 11, 2023

- ① Adaptive Cruise Control - Light on
- ② Lane Departure Warning - Light on
- ③ Lane Keeping Assist - Light on
- ④ STARTER motor & solenoid → car won't start w/o jump box
smell burning odor. * Intermittant
- ⑤ Rear ball joints, bushings, tie rods & struts / AXEL for
* sometimes very noisy **Safety**

* Brakes & Rotors will be done by personal mechanic.
* Please check any other issues against the warranty provided.



A Lorensen Enterprise
75 Albany Turnpike, P.O. BOX 1129
Canton, CT 06019

Avon / Canton Line:
(860) 693-6981 or 1-800-82ACURA

INVOICE

PAGE 1

CONTACT US ON THE WORLD WIDE WEB
[HTTP://WWW.LORENSEN.COM](http://www.lorensen.com)

CUSTOMER #:

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 10078 AIDIN TRAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	14	ACURA RLX	JH4KC1F96E		97235/97235	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DE			WAIT 13JUL23		152.00	CASH	13JUL23

R.O. OPENED	READY	OPTIONS:	DLR:
13:34 13JUL23	15:20 13JUL23		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES- HEARING NOISE FROM WHEELS CHECK AND ADVISE

CS CUSTOMER STATES- HEARING NOISE FROM WHEELS

CHECK AND ADVISE

3890 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B CUSTOMER STATES- ADAOTIVE CRUISE CONTROL LIGHT PRESENT CHECK AND ADVISE.

CS CUSTOMER STATES- ADAOTIVE CRUISE CONTROL LIGHT PRESENT CHECK AND ADVISE.

3890 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C CUSTOMER STATES-LANE DEPARTURE WARNING LIGHT ON. CHECK AND ADVISE.

CS CUSTOMER STATES-LANE DEPARTURE WARNING LIGHT ON. CHECK AND ADVISE.

3890 CP 1.50

PARTS: 0.00 LABOR: 228.00 OTHER: 0.00 TOTAL LINE C: 228.00 228.00

D CUSTOMER STATES- LANE KEEPING ASSIST LIGHT ON. CHECK AND ADVISE

CS CUSTOMER STATES- LANE KEEPING ASSIST LIGHT ON. CHECK AND ADVISE

3890 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

E CUSTOMER STATES- STARTER MOTOR & SOLENOID? CAR WONT START WITHOUT JUMP BOX. SMELLS INTERMITTANT BURNING ODOR.

CS CUSTOMER STATES- STARTER MOTOR & SOLENOID? CAR WONT START WITHOUT JUMP BOX. SMELLS INTERMITTANT BURNING ODOR.

3890 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

F CUSTOMER STATES- REAR BALL JOINTS, BUSHINGS, TIERODS & STRUTS ARE

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

X

Thank you for allowing our service department this opportunity to service your automotive needs. If you have any questions about your invoice or are not 100% satisfied, please contact your service advisor.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

CUSTOMER #:



A Lorensen Enterprise
75 Albany Turnpike, P.O. BOX 1129
Canton, CT 06019

INVOICE

Avon / Canton Line:
(860) 693-6981 or 1-800-82ACURA

PAGE 2

CONTACT US ON THE WORLD WIDE WEB
HTTP://WWW.LORENSEN.COM

HOME:
BUS:CONT:
CELL:

SERVICE ADVISOR: 10078 AIDIN TRAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	14	ACURA RLX	JH4KC1F96E		97235/97235		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			WAIT 13JUL23		152.00	CASH	13JUL23

R.O. OPENED	READY	OPTIONS:	DLR:					
13:34 13JUL23	15:20 13JUL23							
LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

VERY NOISY CHECK AND ADVISE.

CS CUSTOMER STATES- REAR BALL JOINTS, BUSHINGS,
TIERODS & STRUTS ARE VERY NOISY CHECK AND
ADVISE.

PARTS: 3890 ISP 0.00 (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G MPI Acura Express Multipoint Inspection

435201 MPI Acura Express Multipoint Inspection

3890 CP1 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H COMPLIMENTARY CAR WASH, VACUUM FLOOR FOR BOTH FRONT SEATS, SHAMMY
EXTERIOR (\$19.95 VALUE)

WASH COMPLIMENTARY CAR WASH, VACUUM FLOOR FOR
BOTH FRONT SEATS, SHAMMY EXTERIOR (\$19.95
VALUE)

5645 ISP 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

ESTIMATE: 0.00 13JUL23 13:34 SA: 10078
CONTACT:

CUSTOMER PAY MISC SHOP CHARGE FOR REPAIR ORDER 6.84

THANK YOU FOR YOUR PATRONAGE
--- YOUR COMPLETE SATISFACTION IS OUR GOAL---
CALL US IF YOU'RE NOT 100% SATISFIED
ALL PARTS AND LABOR COVERED FOR 12/12
PLEASE USE OUR WEB SITE WWW.ACURAOFAVON.COM
SERVICE MANAGER TIM BOUCLIER

I authorize the retrieval of on-board data as needed to facilitate
vehicle repair, as well as sharing of that data with the
manufacturer for diagnostic and research purposes.

X

Thank you for allowing our service department this
opportunity to service your automotive needs. If you
have any questions about your invoice or are not
100% satisfied, please contact your service advisor.

STATEMENT OF DISCLAIMER:
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/terms. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/terms.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	228.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.84
TOTAL CHARGES	234.84
LESS INSURANCE	0.00
SALES TAX	14.91
PLEASE PAY THIS AMOUNT	249.75

CUSTOMER #:



A Lorensen Enterprise
75 Albany Turnpike, P.O. BOX 1129
Canton, CT 06019

INVOICE

Avon / Canton Line:
(860) 693-6981 or 1-800-82ACURA

DUPLICATE 1
PAGE 1

CONTACT US ON THE WORLD WIDE WEB
HTTP://WWW.LORENSEN.COM

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 10078 AIDIN TRAVER

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	14	ACURA RLX		JH4KC1F96EC	BF53343	98588/98588	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			17:00 25JUL23		152.00	CASH	31JUL23

13:08 25JUL23 09:42 31JUL23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES- CAR HAS HARD TIME STARTING CHECK AND ADVISE.

CS CUSTOMER STATES- CAR HAS HARD TIME STARTING
CHECK AND ADVISE.

3890 CP 1.30

197.60 197.60

1 06312-5G0-505RM STARTER (SM-74011)

520.31 520.31 520.31

PARTS: 520.31 LABOR: 197.60 OTHER: 0.00 TOTAL LINE A: 717.91

B pass lower control arm (arm with strut attached)

REPLACE REPLACE

3890 CP 2.00

304.00 304.00

1 51350-TY2-A01 ARM B, R. FR.

409.83 409.83 409.83

PARTS: 409.83 LABOR: 304.00 OTHER: 0.00 TOTAL LINE B: 713.83

C COMPLIMENTARY CAR WASH, VACUUM FLOOR FOR BOTH FRONT SEATS, SHAMMY
EXTERIOR (\$19.95 VALUE)

WASH COMPLIMENTARY CAR WASH, VACUUM FLOOR FOR
BOTH FRONT SEATS, SHAMMY EXTERIOR (\$19.95
VALUE)

5645 ISP 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ESTIMATE: 921.48 25JUL23 13:08 SA: 10078

CONTACT:

THANK YOU FOR YOUR PATRONAGE

--- YOUR COMPLETE SATISFACTION IS OUR GOAL---

CALL US IF YOU'RE NOT 100% SATISFIED

ALL PARTS AND LABOR COVERED FOR 12/12

PLEASE USE OUR WEB SITE WWW.ACURAOFAVON.COM

SERVICE MANAGER TIM BOUCLIER

I authorize the retrieval of on-board data as needed to facilitate
vehicle repair, as well as sharing of that data with the
manufacturer for diagnostic and research purposes.

X

Thank you for allowing our service department this
opportunity to service your automotive needs. If you
have any questions about your invoice or are not
100% satisfied, please contact your service advisor.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	501.60
PARTS AMOUNT	930.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1431.74
LESS INSURANCE	0.00
SALES TAX	97.27
PLEASE PAY THIS AMOUNT	1529.01

August 2023

Warranty Extension: 2014–2019 RLX Rear Toe Control Actuators

REVISED: There was an error in the original letter that has been corrected. The information below is revised and accurate. Please reference this letter for all future interactions relating to this Warranty Extension.

Dear [REDACTED]

What is the reason for this Warranty Extension?

Under certain circumstances, abnormal noise may be heard from the rear when driving straight or making small side-to-side turning movements with the steering wheel. The P-AWS indicator or warning light may also illuminate with certain diagnostic trouble codes.

To ensure your confidence in your vehicle, Acura is extending the warranty coverage for the rear toe control actuators related to this condition to 10 years from the original date of purchase with no mileage limitation.

This warranty extension provides coverage for the original owner and any subsequent owners. No action is required on your part unless you experience a problem. This warranty extension will not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer or has a branded or similar title under any state's law.

What will Acura do?

If you are experiencing a problem related to this condition, Acura will replace the rear toe control actuator for free. Please call any authorized Acura dealer and make an appointment to have your vehicle repaired for free. Once you make an appointment for your vehicle, be advised that the repair may take approximately 1.5 hours. 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.

Lessor information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current registered owner of a 2014–2019 RLX involved in this warranty extension. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed postage-paid Information Change Card. We will then update our records.

If you previously paid to have your rear toe control actuator replaced due to this condition, you may be eligible for reimbursement, even if you no longer own the vehicle. Refer to the attached reimbursement instructions for eligibility requirements and the reimbursement procedure.

If you have questions

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call American Honda's Customer Support & Campaign Center at 1-888-234-2138. You can also visit AskUs.acura.com to use our 24/7 virtual agent or locate a dealer online at www.myAcura.com. If you are a client in a U.S. territory, please contact your local distributor/dealer.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Kaelyn [REDACTED]

NOTICE: If this is a leased vehicle, please forward this notice to the lessee

FOR DEALER USE ONLY: REFERENCE SERVICE BULLETIN #23-022 / DEFECT 6R5 / SYMPTOM SEF



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



DOT HS 812 576

August 2018

Functional Safety Assessment of a Generic Steer-by-Wire Steering System With Active Steering and Four-Wheel Steering Features

	Section	
Pg 17	1.2	PG 70 9.2.9 TABLE 38 9.1, 9.3
Pg 18	3.4.1-	PG 116 B5 "Actuator"
Pg 20	3.4.4	PG 119 B-8 18 & 19 Actuator
Pg 24	TABLE 1 H3, H4, H6	
Pg 26	Fault Detection #21	
Pg 29	HAZOP Issues Encountered	
	#1, 2, 4, 5, 8, 14, 16, 17	
Pg 43	5.2 H3-H6 Encountered	
Pgs 44, 58	→ 9.1 SG1, SG3, SG4, SG5	

NHTSA DOT HS 812 576

Issues I and some of my clients have experienced while travelling in my car.

PAGE	Section
17	1.2
18	3.4.1 →
20	3.4.6
24	Table 1 H3, H4, H6
26	Fault detection # 21
29	HAZOP Issues Encountered
Lines 1, 2, 4, 5, 8, 14, 16 & 17	
43	5.2 H3-H6 Encountered
* 44	
58	9.1 SG1, SG3, SG4, SG5
70	9.2.9 TABLE 38 9.1, 9.3
116	B5 "Actuator"
119	B8 18 & 19 "Actuator"

[REDACTED]
Prospect, CT [REDACTED]
[REDACTED]

September 23, 2022

I, [REDACTED] was a passenger in [REDACTED] car on Friday, June 30th on our way to Waterbury, CT.

We were on Union Street in Naugatuck heading to Route 8 (North). When the back of the car suddenly jerked to the right. I heard a squeak and humming noises coming from the rear right tire (I was sitting in the back seat on the right.). It lasted approximately 3 to 4 seconds.

Should you have any questions or concerns, please do not hesitate to contact me at the above listed number.

Sincerely,

[REDACTED]

9/23/2022

To whom it may concern my name is [REDACTED] I'm writing this letter to State my account and concerns regarding [REDACTED] vehicle. I was a passenger in her car at the end of June to the beginning of July. There were multiple times where the cars back end would jerk or lock up causing the cars back end to slide or kick out making the vehicle in my opinion unsafe for the road. This malfunction of the vehicle has nothing to do with my driver as she was operating the vehicle in a safe and proper manner. I feel as though there is an underlying issue with the vehicle mechanically i.e a manufactured defect. When the malfunction Occurred we were approaching a red light and again once the light had turned green.

SINCERELY,

[REDACTED] MERIDEN CONNECTICUT



July 1, 2023 9:52 AM

[Edit](#)



/Internal storage/DCIM/Camera

Samsung SM-A326U

3.60 MB 4000x3000 12MP

F1.8 0.0ev 1/30 s 25mm ISO 320

Jul 14, 2023 4:25:38
AM

Waterbury New Haven
County Connecticut



Lane Keeping Assist
Problem

LKAS

D

69°F

097267 miles

60

40

20

Jul 14, 2023 4:25:31
AM

Waterbury New Haven
County Connecticut



Adaptive Cruise
Control Problem

ACC

D

69°F

097267 miles

40
20

60

80

100

120

140

160

180

200

Jul 14, 2023 4:25:44 AM

[REDACTED]
Waterbury New Haven
County Connecticut



Aug 2, 2023
11:14:54 AM

Waterbury New Haven
County Connecticut

Lane Keeping Assist
Problem

LKAS

ACC

LKAS

P

75°F

098905 miles

LDW



The image shows a car's instrument cluster. On the left is a tachometer with a scale from 0 to 7, labeled 'x1000 r/min'. On the right is a speedometer with a scale from 0 to 100. The central display shows a 'Lane Departure Warning Problem' message in white text on a dark background. Below this message are three yellow rectangular buttons labeled 'LDW', 'ACC', and 'LKAS'. Further down, there is a 'P' in a box, the temperature '75°F', and the mileage '098905 miles'. At the bottom of the display, the text 'LDW' is visible. A yellow information icon is located above the tachometer. A black rectangular redaction box covers a portion of the dashboard.

Aug 2, 2023
11:14:59 AM

Waterbury New Haven
County Connecticut

Sep 21, 2023
6:21:13 AM

Waterbury New Haven
County Connecticut



LDW

Sep 21, 2023
6:21:16 AM

Waterbury New Haven
County Connecticut





Rental Agreement # [REDACTED]

Renter Information**Renter Name****Renter Address**WATERBURY, CT
USA**Renter Address**WATERBURY, CT
USA**Vehicle Information****VERS****License #:**

State/Province: CT

Unit #:**Vehicle #:****Vehicle Class Driven**

Compact 2/4 door/Automatic/Air

Vehicle Class Charged

Economy 4 door/Automatic/Air

Odometer Mileage/Kilometers

Starting: 35276 Ending: 37781

Total: 2,505

Fuel

Starting: FULL Ending: FULL

Trip Information**Pickup**☐ Friday, July 15, 2022 11:11 AM
NAUGATUCK
686 RUBBER AVE
NAUGATUCK, CT 06770-3661
USA**Return**☐ Tuesday, July 26, 2022 4:14 PM
NAUGATUCK
686 RUBBER AVE
NAUGATUCK, CT 06770-3661
USA**Renter Charges**

Rental Rate	Time & Distance 2 Week at \$527.33 / Week	\$1,054.65
Mileage	Unlimited Mileage	Included
Taxes and Fees	Additional Driver (\$15.00 / Day)	\$180.00
	Vehicle Cost Recovery Fee (\$2.75 / Day)	\$33.00
	Tourism Account Surcharge (\$1.00 / Day)	\$12.00
	Sales Tax (9.35%)	\$118.53

Total**\$1,398.18**

(Subject to audit)

Amount charged on July 26, 2022 to [REDACTED] (\$1,398.18)

APN: VISA CREDIT

Verified: Signature

Enter Chip

Amount Due**\$0.00**

Thank you for renting
with Enterprise Rent-A-
Car

We appreciate your business!

This email was automatically generated
from an unattended mailbox, so please
do not reply to this e-mail.

If you have any questions about your
rental, please view our Frequently

Authorizations / Payments / Refunds

☐ CC Authorization ☒ Payment / Refund

Billing Party

Type

Payment

Method

Card

Card Swipe / Number

Card Type

Card Expires

Security Authorization

Amount

0.00

Date / Time

11/25/2022 09:08 AM

Receipt / Check #

Authorization #

Cancel

Save

Authorizations / Payments / Refunds

☐ CC Authorization ☒ Payment / Refund

Billing Party

Type

Payment

Method

Card

Card Swipe / Number

Card Type

Card Expires

Security Authorization

Amount

0.00

Date / Time

11/25/2022 09:08 AM

Receipt / Check #

Authorization #

Cancel Save

Waterbury Ct

NCF

W45-212

NHTSA HEADQUARTERS
1200 New Jersey Ave SE
WEST Building
Washington, DC 20590
Vehicle Complaint

Department of Transportation

To: W45-212

Building: DOT

Mailstop: 4 West

Rtg Symbol: NVS-220

External Carrier: DELIVERY CONFIRMATION

Sender:

DOT

10/2/2023 12:49:43 PM



UNITED STATES
POSTAL SERVICE.

Retain

P

US POSTAGE PAID

\$9.85

Origin: 06704
09/29/23
0887090704-C

PRIORITY MAIL®

0 Lb 6.40

RDC C

EXPECTED DELIVERY DAY: 10/02/23

SHIP
TO:

WASHINGTON DC 20590