



# 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	
Date Received	Od. or _____ r_dt _____ od_rt _____ up_lr _____
2004 NOV 15 PM	Reference No. 3553 10101683
Daytime Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_  
Street: \_\_\_\_\_ Apt. No. \_\_\_\_\_  
City: Centereach State: N.Y.

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: \_\_\_\_\_ Date: 11/15/04

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side): 19UUA56803A Make: Acura Model: TL-S Year: 2003

Purchased Date: June-2003 Dealer's Name: Smithtown Acura Engine Size (CID/CC/L): 3.2 L  Turbo  Diesel  Gas  
 New  Used Dealer's City: Smithtown, N.Y. State: N.Y. Zip Code: 117 No. Cylinders: 6  Fuel Injection

Manufacture Date (on driver's door or pillar): 4-03 Transmission Type:  Manual  Automatic Restraint System:  Diverside Air Bag  Motorbelt  Passenger-side Air Bag  2-Point Belt  3-Point Belt Cruise Control:  Yes  No Drivetrain:  Front  Rear  4-Wheel Vehicle Type:  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other Body Style:  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
	<input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	<input type="checkbox"/> Yes <input type="checkbox"/> No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand: Michelin Tire Name: Pilot HX MX M4  
Complete Tire Size: P215.50V17X DOT No.: B 938 CTTX1203

No. of Failures: \_\_\_\_\_ Date(s) of Failure(s): 10-5-04  
Mileage at Failure(s): 9985 Failed Part(s) Available?:  Yes  No NHTSA Previously Contacted?:  Yes  No  
Vehicle Speed at Failure(s): \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**  
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fine <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured -	Number of Fatalities -	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): Was cleaning my auto & saw a "bump" on the front outside of B, took my auto to Honda & was told to go to a Michelin Dealer. Called Sears of Lake Grove, L.I., N.Y. & brought my car in with less than 10000 miles. was told on the inside wall was less than a inch rip!! No "Dented or scrotin rim!!" No other Damage at all!! The salesman "Jay" had to order a tire for me & was called a few days later when it came in. On the day I had the tire put on I got Michelin's store # & I spoke a man by the name of "Eddie Stipas". I got up where with him since they only gave me 45\$ which I feel should have been a least \$

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

It cost me after all said & done \$154.12 for a faulty tire!! I'm very, very unhappy & Do Not Feel SAFE with these tires. Know this could happen again!! I'm a 52 year old Grandmother of 4 & I Do Not speed or beat on my car!! Like I told Sears the only reason I got the type "S" was because I liked the color! If the tire was beat or scratched I could see it being my fault but it was NOT!! This was a FAULTY tire!! After I called Michelin on the day I had the tire out on by Sears they said I should have never accepted it, which is a bunch of bull since I was stuck & needed it fixed for my safety & the safety for others on the road!! This was on 10-11-04 (Columbus Day) when I called Michelin. For tires being this much money you think they should last!! Like I said the car had less than 10,000 miles when I brought it in!!!

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590  
Official Business  
Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE OWNER'S QUESTIONNAIRE (VOQ)**



**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

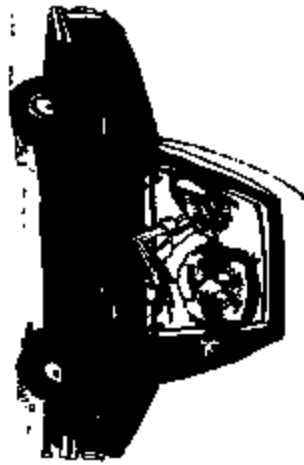
**DASH 2 DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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

[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

My Phone

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Was also told by  
"Eddie Styles" of "Michelin",  
they never had a problem  
with these tires!?!?!?

I also had to wait  
until the tire came in & paid  
for repair & Belovings! Not  
a Happy Customer!!!