



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

2015 JAN 21
21-JAN-2005

Repository ☐

Reference No.
10108564

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City VIENNA State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
(In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.) ☒ YES ☒ NO
Signature of Owner [REDACTED] Date 3/6/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
19UUA6627A [REDACTED] Make ACURA Model TL Model Year 2005
Date Purchased 12-14-DEC-04 Dealer's Name and Telephone Number Pohanka Acura
Original Owner ☒ Dealer's City Chantilly State VA Zip Code 20151
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 353500 EQUIPMENT: ELECTRICAL: NAVIGATIONAL SYSTEM (GLOBAL F)
Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-DEC-2004 Failure Mileage 2000 Failure Speed 65 mph Navigation system

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/B5R15) [REDACTED]
DOT No. (Example: DOTM15ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

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

WHILE DRIVING AT 65 MPH AND USING THE NAVIGATOR SYSTEM, THE SYSTEM DIRECTED THE DRIVER TO MAKE A LEFT TURN INTO A GUARD RAIL. THE DRIVER WAS ABLE TO AVOID FROM DRIVING INTO THE GUARD RAIL. THE DEALER WAS NOTIFIED. *NM

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.

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

3/6/5

Since I am familiar with Florida's Turnpike, I know not to turn left when the navigation system directed me to do so. But, there are at least two places on the Turnpike where the navigation system will direct people to turn into the guard rail. In inclement weather, someone unfamiliar with the Turnpike might do so. The false direction was given to me just south of the Boynton Beach toll booths and also just north of the Sample Road (right-side) exit.

I notified the dealer (Bobanka Acura), Acura (a rep phoned me and said they would look into it), Navteq (the database vendor, who emailed me that the data is ok), and Alpine (the navigation system supplier).

ATTACH ADDITIONAL SHEETS IF NECESSARY

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 78173 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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



VEHICLE OWNER'S

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

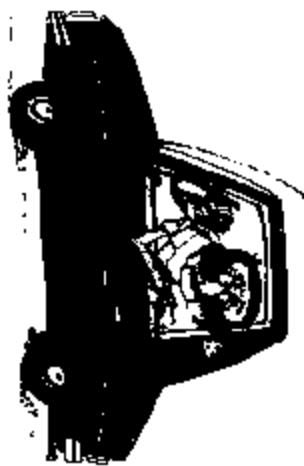
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
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and dial toll free at

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