



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 108148

Date Received

24-JAN-2007

Repository ☐

Reference No. 41
10180612

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City CERRITOS State CA Zip Code _____
Daytime Telephone Number _____ E-mail Address _____
Evening Telephone Number _____

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 02/03/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Make Model Model Year
19CUA6622 ACURA TL 2004

Date Purchased 27-JUL-04 Dealer's Name and Telephone Number SOUTH COAST ACURA Engine: No: Cylinders 5 Fuel Type: Gas

Original Owner ☒ Dealer's City State Zip Code
COSTA MEZA CA

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain Vehicle Component Code 190000 TIRES Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-JAN-2007 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make BRIDGESTONE Tire Model (Name or Number) BRIDGESTONE Tire Size (Example P215/65R15) P235/45R17
DOT No. (Example: DOTM5ABC036) ☒ Original Equipment ☐ Prior Repair Failure Location: Premature Tire Wear - replaced Rear 4 tires.
Tire Component Code 190000 TIRES The Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation Systems
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

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).

TL- THE CONTACT STATED THAT THE 2004 ACURA TL WAS AT THE DEALERSHIP ON 01/18/07 FOR REGULAR MAINTENANCE SHE WAS INFORMED BY THE SERVICE MECHANIC THAT THE 2 REAR TIRES PREMATURELY WEAR WORE OUT. THE CONTACT STATED THAT NHTSA HAS A SERVICE BULLETIN #05076. THE CONTACT STATED THAT THE MECHANIC INFORMED HER THAT IT WAS BEST TO PURCHASE 4 NEW TIRES INSTEAD OF REPLACING THE 2 BACK TIRES. THE CONTACT STATED THAT THESE TIRES CAME WITH THE VEHICLE WITH DOT# 086NTU22404 AND SIZE P235/45R17 RADIAL. THE CONTACT FELT THAT THIS WAS MANUFACTURING ISSUE AND THE MANUFACTURER SHOULD RECALL THESE TIRES. THE DEALERSHIP INFORMED HER THAT SHE HAS TO PAY 75% OF TIRE REPLACEMENT AS PER THE DEALERSHIP TIRE CHART, HONDA WILL PAY REMAINING 25%. THE CONTACT STATED THAT THIS IS A PUBLIC SAFETY ISSUE AND THE TIRES COULD EXPLODE ANYTIME AND IT IS NOT THE FAULT OF THE OWNER. *AK

See the other side of this page

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)

continued from front page: Mr. Ray Wells, ^{mechanic at South Coast Aurora staff} stated need to replace all four tires, install bump stops, align vehicle according to Corrective Action stated in the service bulletin. 05-050 - A copy of Service Bulletin 05-050 is attached. I called American Honda Motor Co. Inc. located on 1919 Torrance Blvd, Torrance, CA 90501-2746 at 1-800-382-3228 on 11/24/07 and was told to call Bridgestone customer services 1-800-247-3272 - ~~both~~ staff at both companies, American Honda Motor Co. and Bridgestone Customer Services, said their company is not responsible for this problem. I feel these ^{two} companies are not honest to their customers, they try to hide and cover up their malfunction of their products, ~~swear at you and~~ ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} ~~and~~ ^{lines that} installed on that car, which will lead to the safety of not only the owners of Acura 2004 but the public safety too. Please continued on attached paper

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



OWNER INFORMATION :

Carritos, CA.

Reference No. 19180612

DOT AUTO SAFETY HOTLINE

If the tire is blown off then it will cause more accident and causes more damage to other people - I am very concerned about the Public Safety and I like to file a complaint against American Honda Motor Co. Inc and the Bridgestone Company as well.

Thank you for your assistance in this matter.

Attached copy:

- ① Acura Service Bulletin 05-050
- ② Receipt to pay \$607.97 to replace 4 tires, install Rear Pump stop, align vehicle. Rear Pump stop and alignment is free ~~time~~. All of the above services are corrective action to be done by Service Bulletin 05-050
- ③ Receipt of scheduled maintenance done on 01/18/07 that lead to detection of defect by Acura dealer and Bridgestone.
- ④ - Vehicle ~~all~~ alignment report

Reference No. 10180612

SOUTH COAST ACURA

2828 HARBOR BLVD
COSTA MESA, CA 92626
WWW.SOUTHCOASTACURA.COM
Phone Number: (714) 979-2500
Fax Number: (714) 435-1521

Customer:				Date: 2/3/2007 5:59 PM			
Company:				VIN			
License NO:				Technician:			
Odometer:				Order NO:			
VEHICLE ALIGNMENT REPORT ACURA, 2004, 3.2TL							
Primary Angles				Initial	Specifications Min. Max.		Final
Front	Caster	Left	3.2°	2.5°	4.0°	3.2°	
		Right	3.6°	2.5°	4.0°	3.6°	
	Camber	Left	-0.4°	-1.0°	0.0°	-0.3°	
		Right	-0.4°	-1.0°	0.0°	-0.3°	
	Toe	Left	-0.05°	-0.15°	0.15°	0.00°	
		Right	0.20°	-0.16°	0.15°	0.05°	
Total		0.15°	-0.30°	0.30°	0.05°		
Rear	Camber	Left	-0.4°	-1.5°	-0.5°	-0.4°	
		Right	-1.0°	-1.5°	-0.6°	-1.0°	
	Toe	Left	0.30°	0.00°	0.30°	0.15°	
		Right	0.15°	0.00°	0.30°	0.15°	
		Total	0.45°	0.00°	0.60°	0.30°	
	Thrust Angle		0.1°	—		0.0°	
Secondary Angles			Initial	Specifications Min. Max.		Final	
SAI	Left	10.0°	—	—	10.0°		
	Right	10.3°	—	—	10.3°		
Included Angle	Left	9.6°	—	—	9.7°		
	Right	9.9°	—	—	10.0°		
Toe Out On Turns	Left	—	—	—	—		
	Right	—	—	—	—		
Maximum Turns	Left	—	33.1°	37.1°	—		
	Right	—	33.1°	37.1°	—		
Toe Curve Change	Left	—	—	—	—		
	Right	—	—	—	—		
Sollback	Front	-0.2°	—	—	-0.2°		
	Rear	-0.1°	—	—	-0.1°		
Track Width Diff.		0.3°	—		0.3°		
Wheel Base Diff.		-0.0°	—		-0.0°		
Front Ride Height	Left	—	—	—	—		
	Right	—	—	—	—		
Rear Ride Height	Left	—	—	—	—		
	Right	—	—	—	—		
Frame Angle		—		—			



Service Bulletin

05-050

Applies To: 2004 TL - ALL with Bridgestone Turanza EL42 tires
 2005 TL - From VIN 19UUA8...5A000001 thru 19UUA8...5A049943
 with Bridgestone Turanza EL42 tires

February 1, 2006

Premature Rear Tire Wear

(Supersedes 05-076, dated January 19, 2005, to update the bulletin number and the information indicated by the black bars)

SYMPTOM

The rear tires are wearing prematurely (evenly across the tread).

PROBABLE CAUSE

The rear toe increases when the vehicle is loaded.

* CORRECTIVE ACTION

All 2004 TL, and 2005 TL from VIN 19UUA8...5A000001 thru 19UUA8...5A008976: Install new bump stops, replace all four tires, and set the toe according to specifications (REPAIR PROCEDURE A, B, and C).

2005 TL from VIN 19UUA8...5A008977 thru 19UUA8...5A049943: Replace all four tires, check and adjust toe according to specifications (REPAIR PROCEDURE A and C).

Repair Procedure Descriptions:

- Repair Procedure A - Tire Installation ✓ *Bridgestone problem*
- Repair Procedure B - Install Bump Stops ✓ *Assembly problem*
- Repair Procedure C - Align Vehicle ✓

PARTS INFORMATION

Rear Bump Stop (2 required): P/N 52722-SEP-A02

Bridgestone Turanza EL 42 tire (4 required):
 P/N 42751-BRI-088 Construction code: DY2231

For replacement tires, call The Tire Rack at (877) 327-8473.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

OP#	Description	FRY
421014	Repair Procedure A	1.6 hours
4171A2	Repair Procedure B	1.6 hours
41B321	Repair Procedure C	1.2 hours

Failed Part: P/N 42700-SEP-A11

Defect Code: 5XT00

Symptom Code: 00501

Skill Level: Repair Technician

Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

TIRE REPLACEMENT INFORMATION

To qualify for one of these repairs, the tires must have been properly maintained (correct inflation and balancing). Tires showing signs of abuse (racing or physical damage) are not covered by this bulletin.

If tire replacement is needed, you must use Bridgestone Turanza EL 42 tires from The Tire Rack. To claim the installation of replacement tires, do this:

- List the tire expense in the first sublet field on the warranty claim. Use sublet code T3 (sublet tire purchase).
- You are also eligible for a \$10 per tire reimbursement for handling. This \$10 handling fee should cover any state-required recycling fees. List this dollar amount in the second sublet field on the warranty claim. Use sublet code T4 (sublet tire purchase handling reimbursement).

DIAGNOSIS

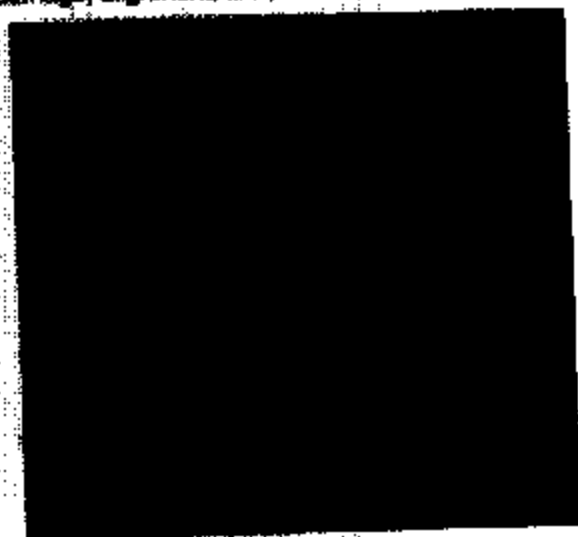
1. Make sure the vehicle suspension is not modified, and that it has the original wheels and tires (Bridgestone Turanza EL 42).

NOTE: The optional high performance tires (Bridgestone Potenza), the 18-inch accessory tires, and the 2005 TL with Navigation (Michelin tires) are excluded from this service bulletin.

2. Inspect the rear tires. Are the rear tires worn evenly across the tread down to the tread wear indicators?

Yes - Proceed to the appropriate **REPAIR PROCEDURE** based on the VIN.

No - This service bulletin does not apply. Proceed with normal troubleshooting procedures (accident damage, alignment, tire pressures, etc.).



TREAD WEAR INDICATORS

REPAIR PROCEDURE A

Mount, balance, and install all four new tires.

REPAIR PROCEDURE B

All 2004 models, and 2005 models thru VIN 19JUA8...5A008976.

Install the new rear bump stops:

- Refer to page 18-42 of the 2004-05 TL Service Manual, or
- Online, enter keyword **SHOCK**, then select **Rear Damper/Spring Replacement** from the list.

REPAIR PROCEDURE C

Check and adjust the toe to these specifications:

Front Toe: 0 ± 2 mm

Rear Toe: 0 ± 2 mm

TIRE REPLACEMENT INFORMATION

Use the Bridgestone Turanza EL 42 as the replacement tire. It has improved wear characteristics. The new and old tires can be identified by the construction codes (new: DY223i, old: DW315i or DU955).

DY223i



TIRE ROTATING INFORMATION

American Honda will pay, on a prorated basis, for tires that need replacement due to premature or irregular wear.

Miles	Client Pays %	American Honda Pays %
0 - 10,000	0	100
10,001 - 15,000	25	75
15,001 - 20,000	50	50
20,001 - 25,000	75	25
25,001 and up	100	0

NOTE: You must calculate how much to charge the client and how much to charge the warranty claim.

Replace w/ bridgestone Turanza EL 42

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).