



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 100148

Date Received

19-NOV-2008

Repository ☐

Reference No.
10249327

OWNER INFORMATION (Type or Print)

Name

Address

City

FALLS CHURCH

State

VA

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?
In the absence of an authorized signature, the signature of the owner is required.
Signature of Owner

☐ YES ☒ NO
Date 11/21/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2HNYD18963H

Make

ACURA

Model

MDX

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

19-JUL-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 353500 EQUIPMENT: ELECTRICAL: NAVIGATIONAL SYSTEM(GLOBAL POSITIONING SYSTEM)

Failure Mileage
75000

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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).

TL*THE CONTACT OWNS A 2003 ACURA MDX. THE CONTACT NOTICED THAT THE NAVIGATION SYSTEM ALONG WITH THE DEFROSTER WAS INOPERATIVE. IN COLD WEATHER CONDITIONS, ICE BUILDS UP ON THE WINDSHIELD, WHICH CAUSES REDUCED VISIBILITY. THE DEALER STATED THAT IT WOULD COST APPROXIMATELY \$3,000 TO REPLACE THE ENTIRE NAVIGATION UNIT. THE VEHICLE HAS NOT BEEN REPAIRED. HE FILED A COMPLAINT WITH THE MANUFACTURER. THE FAILURE MILEAGE WAS 75,000 AND CURRENT MILEAGE WAS 84,000.

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)

THE NAVIGATION TOUCH SCREEN ON DASHBOARD
CONTROLS THE AIR CONDITION UNIT SO YOU CAN SEND
HEAT TO DEFROST WINDSHIELD OFFICER, AND CONTROL
HEAT THROUGH OUT THE VEHICAL, AND FAN SPEED.
RIGHT NOW I CAN ONLY OPERATE AIR CONDITION AND RAISE
TEMP FROM 60°F TO 90°F TO REGULATE CONTROL WITH NO FAN
SPEED. MY GAS MILEAGE IS NOT SO GOOD NOW WITH AIR CONDITION
MOTOR RUNNING I TOOK TO SHOP 11-20-2008 THEY REMOVED UNIT
AND SENT OUT FOR REPAIR IF IT CAN BE. A NEW UNIT COST 3,842.00
SHOULD KNOW BY 12-15-2008, ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

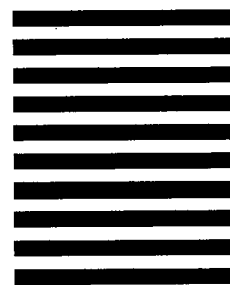
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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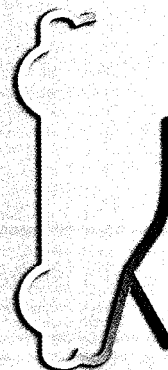
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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**



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

safercar.gov