

 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 27-OCT-2010		Repository ☐ Reference No. 10362631	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
CINCINNATI		OH			
Zip Code					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
19UUA56642A		ACURA		3.2TL	
Model Year		Engine:		Fuel Type:	
2002		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number			
8-3-2001		COLUMBIA ACURA 877-800-6029			
Original Owner		Dealer's City		State	
☒		CINCINNATI		OH	
		10981 MONTGOMERY RD		Zip Code	
				45249	
Transmission Type		Antilock Brakes		Incident Date(s)	
Auto		☒ Cruise Control		16-APR-2010	
Powertrain		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 130000 VISIBILITY, 135100 VISIBILITY: REARVIEW MIRRORS/DEVICES: INTERIOR				Failure Mileage	
				48000	
Failure Speed					
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: DOTM9ABC036)		☐ 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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				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 2002 ACURA 3.2TL. THE CONTACT STATED THAT THE INTERIOR DAY/NIGHT REAR VIEW MIRROR SWITCH WAS LEAKING AN UNKNOWN CHEMICAL. WHEN THE CHEMICAL LEAKED OUT, THE ABILITY TO SWITCH BETWEEN THE DAY AND NIGHT OPTION WAS LOST. THE CONTACT CALLED THE DEALER BUT WAS ADVISED THAT THERE WERE NO RELATED RECALLS TO THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER STATED THAT BECAUSE THE VEHICLE WAS OUTSIDE THE WARRANTY, THEY COULD OFFER NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 48,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 50,000.					
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.					

[REDACTED]
Cincinnati, OH [REDACTED]

December 23, 2010

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077.9382

Reference No. 10362631
2002 Acura TL, VIN: 19UUA56642A [REDACTED]

Thank you for your investigation and the opportunity to add to my original complaint.

I sincerely believe this is indeed both a safety issue and a manufacturing defect. The unknown substance inside of the day/night mirror leaked and was caustic enough to cause acid like damage to the console area.

The mirror, when working properly, "automatically" adjusted the mirror for lighting behind the auto at night. Now, without the mirror functioning with day/night qualities, I am left with a choice to either contend with light from high beam headlights, high profile vehicles, etc., or to drive without a mirror. There is no manual adjustment available as with traditional day/night rear-view mirrors. The only option left to the operator is to move the mirror into a position where the lighting is not distracting. Unfortunately, this results in the inability to use the mirror to see behind the car. Either option creates a safety hazard.

After my original report, I actually found another safety issue during the daytime. While traveling eastbound during sunset, the sun on the horizon was distracting. I reached for the rear-view mirror and realized that again, I could not adjust it to avoid the glare.

I believe a mirror like this should hold up longer than this one did. I do not believe this is an isolated circumstance as I have found many similar reports from Acura owners online. Even my dealer acknowledged they have seen several cases matching this one. However, both the company and my dealer have disavowed any responsibility for this condition and will only correct it for the replacement costs.

Again, I believe this is an internal defect and a hazard that needs to be corrected. With you help, I hope that can be done.

Sincerely,
[REDACTED]