



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
FEB 23 2012
28-DEC-2011

Repository
Reference No.
10441512

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DUNNELLON State FL Zip Code [REDACTED]

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

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
19UYA3153WL [REDACTED] Make ACURA Model CL Model Year 1998
Date Purchased 4/9/1998 Dealer's Name and Telephone Number Park Ave Motor Corp. (201) 843-7900 Engine: No: Cylinders 4 Fuel Type: gasoline
Original Owner Dealer's City Maywood State NJ Zip Code 07607
Transmission Type MANUAL Antilock Brakes Cruise Control Powertrain 2.3 Litre Multiple Failure: Incident Date(s) 20-DEC-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY DRIVER'S SIDE DOOR LATCH Failure Mileage 98223 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
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 [REDACTED] Number of Deaths [REDACTED] 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 1998 ACURA CL. THE CONTACT STATED THAT THE DRIVER SIDE DOOR FAILED. THE CONTACT WAS UNABLE TO OPEN THE DRIVER SIDE DOOR FROM THE INTERIOR OR EXTERIOR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE WAS LOCATED AT THE DOOR LATCH SYSTEM. THE DEALER REPLACED THE DRIVER SIDE DOOR LATCH SYSTEM. THE FAILURE AND THE CURRENT MILEAGE WAS 98,223. KMJ

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 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)

Polled into garage after work, went to exit the car and found the driver's side door would not open. Unlocked and locked door locks, and tried again. Could not open door from inside or outside. Had to crawl over stick shift to exit passenger side door. IF there had been an accident and a fire, I would have been trapped with no way to exit.

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

GAINESVILLE FL 32609
14 FEB 2012 7:12 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 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



CUSTOMER #: OA1112148

518937



INVOICE

2025 S.W. College Road Ocala, Florida 34471
Phone (352) 840-5911 * Fax (352) 867-8002

DUPLICATE 1
PAGE 1

DUNNELON, FL [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

Registration Number: MV# 54780

SERVICE ADVISOR: 507 ROBERT E CRAFT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	98	ACURA 2.3CL	19UYA3153WL [REDACTED]		98223/98224	T987	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN98 IS			18:00 22DEC11			COUP	23DEC11
01JAN98 DD							
R.O. OPENED	READY	OPTIONS: ENG:2.3_LITER TRN:MANUAL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES DRIVER DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE
 CAUSE: REMOVED INSIDE DOOR PANEL AND FOUND A BAD DOOR LATCH
 07 BODY ELECTRICAL
 708 CPA 300.00 300.00
 1 72150-SY8-A01 LOCK ASSY., L. FR. 139.70 139.70 139.70
 PARTS: 139.70 LABOR: 300.00 OTHER: 0.00 TOTAL LINE A: 439.70
 98223 REMOVED INSIDE DOOR PANEL AND FOUND A BAD DOOR LATCH REPLACED
 DOOR LATCH ASSEMBLY

B CUSTOMER REQUEST MULTI POINT INSPECTION
 CAUSE: PERFORM COMPLIMENTARY MULTI POINT INSPECTION
 MPI CUSTOMER REQUEST MULTI POINT INSPECTION
 708 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 100.00 22DEC11 10:53 SA: 507

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 4.95

ALL PARTS INSTALLED ON THIS VEHICLE ARE NEW OR REMANUFACTURED
UNLESS OTHERWISE SPECIFIED.

Thank you for servicing your vehicle at



DESCRIPTION	TOTALS
LABOR AMOUNT	300.00
PARTS AMOUNT	139.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.95
TOTAL CHARGES	444.65
LESS INSURANCE	25.00
SALES TAX	26.68
PLEASE PAY THIS AMOUNT	446.33

Please see reverse side for information regarding repairs

CUSTOMER COPY