



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  
**AUG 31 2012**  
03-AUG-2012

Repository

Reference No.  
10469105

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City MECHANICSBURG State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]  
E-mail Address [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  
JH4KA9654YC [REDACTED]

Make ACURA Model RL Model Year 2000

Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]

Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED] No: Cylinders [REDACTED]

Transmission Type [REDACTED]  Antilock Brakes  Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 27-JUL-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: ~~VISIBILITY/WIPER (PWS)~~  
**Rearview Mirror made by Magna Donnelly**

Failure Mileage: 170000 Failure Speed [REDACTED]

**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: DOTM9ABC036)  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).

TL\* THE CONTACT OWNS A 2000 ACURA RL WITH A MAGNA DONNELLY REAR VIEW MIRROR. THE CONTACT STATED THAT A LIQUID INSIDE THE MIRROR SPEWED OUT FROM UNDER THE MIRROR WITHOUT WARNING. THE CONTACT MENTIONED THAT THE LIQUID HARDENED, DAMAGING THE SEATS AND DASHBOARD AREA. THE VEHICLE WAS TAKEN TO THE DEALER WHO VERIFIED THE FAILURE AND STATED THAT THE MIRROR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE MANUFACTURER OF THE MIRROR WAS CONTACTED WHO EXPLAINED THAT WHEN THE MIRROR WAS MANUFACTURED, A SPECIFIC GAS WAS PUMPED BETWEEN THE TWO PIECES OF GLASS, WHICH HAD DETERIORATED AND ALLOWED THE GAS TO EXPAND AND BURST. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 170,000.

*\*sealed with a gasket, the gasket deteriorated*

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.