

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

09-AUG-2016

Reference No.
10894456

OCT 26 2016

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City KENT State WA Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
5FRYD4H4XE [REDACTED] Make ACURA Model MDX Model Year 2014

Date Purchased 12/12/2015 Dealer's Name and Telephone Number Hinshaw's ACURA (253) 922-8830 Engine: No: Cylinders Fuel Type:
Original Owner ☐ Dealer's City State Zip Code

Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 03-JUL-2016
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 010000 STEERING Failure Mileage 32000 Failure Speed 35 MPH

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 Failure Location: SPRAGUE AVE Tacoma, WA
☐ Prior Repair
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 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 2014 ACURA MDX. WHILE MAKING A LEFT TURN OUT OF A PARKING SPACE, A SUDDEN CLICKING NOISE WAS HEARD FROM THE STEERING COLUMN. THE STEERING WHEEL SUDDENLY BECAME LOCKED AND COULD NOT BE TURNED TO THE RIGHT. THE DRIVER IMMEDIATELY DEPRESSED THE BRAKE PEDAL AND THE VEHICLE LUNGED TO THE RIGHT AND HIT THE CURB. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 32,000.

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)

After making a left turn from a parking lot and turning the steering wheel back to its neutral position the wheel got locked and clicking noise was heard. Not to get in the other lane against traffic the brake pedal was depressed and the car was instantly forced to the right and it hit the curb. The tire was completely damaged and the steering wheel locked therefore the car was not in driving condition.

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

SEATTLE

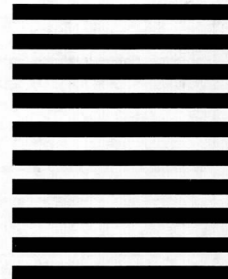
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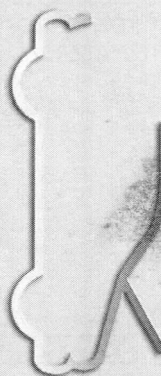
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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

