



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](http://www.nhtsa.dot.gov/hotline)

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Date Received

RECEIVED

AUG 31 AM 11:05

Ref. or

Reference No.

554206

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN.)  
(17 Digits)

(Located at bottom of  
windshield on driver's side)

Make

ACURA

Model

TL

Year

1999

19 00 A 5 6 4 4 X A 0 5 3 7 0 R

Purchased Date

OCT, 1999

Dealer's Name

ACURA OF POMPANO BEACH

Engine Size  
(CID/CCL)

☐ Turbo

☐ Diesel

☐ Gas

☐ Fuel Injection

☐ New ☐ Used

Dealer's City

POMPANO BEACH

State

FLA

Zip Code

33062

No. Cylinders

6

Manufacture Date  
(on driver's door or pillar)

Transmission Type

☐ Manual

☒ Automatic

Restraint System

☒ Driver's Side Air Bag

☐ Motorcyclist

☒ Passenger's Side Air Bag

☐ 2-Point Belt

☒ 3-Point Belt

Cruise Control

☒ Yes

☐ No

Drivetrain

☒ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Other

☐ Sport Utility

☐ Truck

☐ Minivan

☐ Motorcycle

Body Style

☐ 2-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

☒ 4-Door

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

Part Name(s)

BRAKE ROTORS  
ODOMETER

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☒ Original

☐ Replacement

Handicap Adaptive Equip

☐ Yes

☒ No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

1. BRAKES FAILED @ 9000 MILES HONDA ADVISES THIS IS A CHARACTERISTIC IF THE CAR SITS IDLE!

2. ODOMETER IS "INVISIBLE" HONDA SAID NOTHING CAN BE DONE BECAUSE REPLACING IT WILL RESET IT TO ZERO!

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882



8/23/00

American Honda Corporation      ACURA Division  
1919 Porrrance Blvd.  
Porrrance, California 90505

My dear Peoples,

Reference is made to my call to your offices today. I own a 1999 Acura TL with 9,000 miles on it (I think since I cannot read the odometer) that was purchased new in October 1999. The car is fine, the service on it from the dealer is excellent as well.

However, I cannot believe that you people designed an odometer that cannot be read, even at night! It has gone from bad to worse to invisible, and the dealer as well as you people advise me that nothing can be done to correct the defect. I believe that it is a definite safety hazard. I note that I am not the only person complaining about the problem, since I see complaints on the Internet as well. To tell me that to correct the problem would involve a new odometer and resetting it to zero would create future problems in selling or trading the car is not an answer!

I also question how my car, after sitting for 3 months while I was away on business could possibly require the Brake Rotors to be resurfaced the first time I re-drove the car and thought that the front end was going to fall off!. To tell me that that is a characteristic of the car is not a proper answer. I have never had a problem like this before with any car and rotors have gone fifty thousand or more miles before any problem with rotors. I cannot believe that not using the car will create a rust problem requiring resurfacing. It would seem that the material used for the rotors is defective, not the fact that the car is not being used! Does this mean that every time I go on a trip, the car had to be repaired? *Has an advisory or safety recall been made to tell people NOT to use their car after it has not been used for a while?*

Very truly yours,

[Redacted signature]

CC: US Department of Transportation, Washington, DC

[Redacted signature]