

Type:	Customer E-mail
From:	
To:	webmaster@nhtsa.dot.gov
Subject:	2004 Acura TL

From:

Comments:

I'm not sure what the NHTSA can do for me, but I have been having problems with my 2004 Acura TL since I bought it last November and would like some information before I file for Lemon Law in my home state (NJ). I have had a vibration in the car (steering, seats, floor pan) since the second week of ownership. My dealer has replaced and rebalanced the tires three times, most recently with alledged higher quality Michelin XGT Z4's and the vibration continues. They have put on a different set of wheels/tires and could not eliminate the vibration. They have told me that the car checks out fine and still it vibrates. It is most prominent between 52 to 58 mph regardless of gear selection. This phenomonon appears to be rather widespread as my service manager has told me that several of his customers have the same issue and I have also seen that this complaint appears on numerous Acura TL owner websites.

Acura's district service representative told me that the car has a road feel that I am not used to. I and my ASE mechanic and a local tire dealer disagree. Everyone that drives the car is aware of the vibration and I have been told that it will most likely cause premature wear of various suspension components and tires. Not only this, but the vibration is very annoying which results in trying to avoid that particular speed range. All in all I am very dissatisfied with the way Acura is addressing this problem. Is the NHTSA aware of this defect? Is anything being done? I would like to try all possible avenues before I initiate the Lemon Law process. Any input would be greatly appreciated.

Best Regards,

From NHTSA Web Site.

*Jessica
mjj 12/30/04*