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Acura
1919 Torrance Boulevard
PO Box 2215
Torrance, CA 90509-9870

Dear Sir or Madam:

Please be advised that I own the 2002 type "S" Acura with the enclosed VIN. I purchased this car with approximately 3,000 miles on the speedometer and was recently advised that the warranty was canceled on or about December 27, 2002.

The local Acura dealer in West Chester said that they would not repair the vehicle until I contacted you.

I have two issues. The first is that I do not understand why the warranty was canceled with respect to this vehicle; and second, there is nothing in the notification documents that there has to be a valid warranty in order to have an acknowledged defect corrected by the dealer at their cost. Please contact me as soon as possible so that I can have this vehicle properly corrected by the local Acura dealer without cost to me.

Very truly yours,

COPY
For Mr. Williams

FJW:cje

Enclosures

pc: American Honda Motor Co., Inc.
National Highway Traffic Safety Administration

*Jan
2003
1/11/03*

**ACURA**

1919 Torrance Blvd.
P.O. Box 2215
Torrance, CA 90509-9970

Instructions for Reimbursement

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the automatic transmission repaired.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- You must return the vehicle to an authorized Acura dealer to have the recall completed, free of charge, even though you had the transmission repaired previously.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle is not reimbursable.

To apply for reimbursement

- ✓ Complete the attached Request for Reimbursement form.
- ✓ Attach a copy of the repair receipt or invoice for the previous transmission repair, including towing. A copy of the repair invoice from an authorized Acura dealer or independent repair facility, showing the completion of the transmission repair, will meet this need. This invoice should show your vehicle's model, Vehicle Identification Number (VIN), the name and address of the facility that did the repair, the cost of the repair (parts and labor), and the date the work was completed.
- ✓ Attach Proof of Payment. A copy of the cancelled check, bank statement, cash receipt, or credit card receipt, showing that you paid for the repair, the towing, and/or a rental vehicle, will meet this need.
- ✓ Mail the completed Request for Reimbursement form and copies of the receipts and invoices to

American Honda Motor Co., Inc.
Acura Client Services
PO Box 2964
Torrance, CA 90509-2964

Please allow six to eight weeks for reimbursement.

Failure to include proper documentation can further delay your reimbursement.

If you have questions, please call (800) 382-2238, and select menu option #2.

Request For Reimbursement

CL and TL Automatic Transmission Second Gear Inspection

Fill in the following blanks. Please print clearly and provide complete information.

Name

Daytime telephone number

CUSTOMER ADDRESS

Apt. No.

West Chester
City

PA
State

ZIP CODE

Was the vehicle towed in for repair?

Yes ☐ No ☒

19UUA56802A0
Vehicle Identification Number (VIN) (Required)

Mileage at time of repair

\$
Total amount requested

Name of facility that did the repair Acura of West Chester



1919 Torrance Blvd.
P.O. Box 2215
Torrance, CA 90506-9870

Summer 2004

Safety Recall Campaign: CL and TL Automatic Transmission Second Gear Inspection

Dear Acura Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd., has decided that a defect relating to motor vehicle safety exists in certain 2001-03 3.2CLs, 2000-03 3.2TLs, and 2004 TLs.

Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lock-up, and a crash could occur without warning.

What should you do?

Call any authorized Acura dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done free of charge. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Services
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2001-03 3.2CL, 2000-03 3.2TL, or 2004 TL involved in this campaign. If this is not the case, or the name/ address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division