



10113710

STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER  
Attorney General

212-416-8294

THOMAS G. CONWAY  
Assistant Attorney General In Charge  
Consumer Frauds and Protection Bureau

April 13, 2005

add to  
10113710

Chelsea, NY

Our File Number: 2005-481280  
Company: Heartland Auto Group Inc.

Dear

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

*Philip Gamma/cl*

Philip Gamma  
Bureau of Consumer Frauds  
And Protection

cc: National Highway Traffic and Safety Administration  
400 7th Street SW  
Washington, DC 20590

2005 APR 26 PM 7:28

*Heartland*  
~~Heartland~~  
4/29/05

**New York State Office of the Attorney General**  
**Elliot Spitzer**  
**Consumer Protection Bureau**  
**120 Broadway, 3rd floor**  
**New York, New York 10271**  
**(212) 416-8345 (phone)**  
**(212) 416-8787 (fax)**

RECEIVED BY  
 CONSUMER FRAUDS BUREAU

APR 12 2005

THE ATTORNEY GENERAL'S OFFICE  
 NEW YORK CITY OFFICE

**CONSUMER  
 COMPLAINT FORM**

1. Please Be Sure To Complain To The Company Or Individual Before Filing.
2. Please Type Or Print Clearly In Dark Ink.
3. You Must Complete The Entire Form. Incomplete Or Unclear Forms Will Be Returned To You.
4. Make Sure You Enclose Copies Of Important Papers Concerning Your Transaction.

|                                              |            |                                              |           |
|----------------------------------------------|------------|----------------------------------------------|-----------|
| <b>CONSUMER</b>                              |            |                                              |           |
| YOUR NAME                                    |            | HOME PHONE                                   |           |
| STREET ADDRESS                               |            | BUSINESS PHONE                               |           |
| CITY/TOWN                                    | COUNTY     | STATE                                        | ZIP       |
| Chelsea                                      | Dutchess   | N.Y.                                         |           |
| <b>COMPLAINT</b>                             |            |                                              |           |
| NAME OF SELLER OR PROVIDER OF SERVICES       |            | NAME OF OTHER SELLER OR PROVIDER OF SERVICES |           |
| Heartland Auto Group INC.<br>DBA HEART ACURA |            |                                              |           |
| STREET ADDRESS                               |            | STREET ADDRESS                               |           |
| 1271 Route 9                                 |            |                                              |           |
| CITY/TOWN                                    | STATE ZIP  | CITY/TOWN                                    | STATE ZIP |
| Wappinger Falls                              | N.Y. 12590 |                                              |           |

|                                                                                                                                                                                                                  |                                                                                              |                                                                                                                                                                                                      |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| TELEPHONE NUMBER<br>845-298-0400                                                                                                                                                                                 |                                                                                              | TELEPHONE NUMBER                                                                                                                                                                                     |  |
| DATE OF TRANSACTION<br>8-4-04                                                                                                                                                                                    | COST OF PRODUCT OR SERVICE<br>\$ 26,040.59                                                   | HOW PAID (Check those which apply)<br>Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit <input checked="" type="checkbox"/> Card <input type="checkbox"/><br>Other <u>Financed</u> |  |
| DID YOU SIGN A CONTRACT?<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                  | WHERE DID YOU SIGN THE CONTRACT?<br>Heart Acura<br>1271 Route 9<br>Wappinger Falls, NY 12590 | DATE SIGNED<br>8-4-04                                                                                                                                                                                |  |
| WAS PRODUCT OR SERVICE ADVERTISED?<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                        | WHERE WAS IT ADVERTISED?<br>NA                                                               | DATE ADVERTISED<br>NA                                                                                                                                                                                |  |
| TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)<br>Auto see attached                                                                                         |                                                                                              |                                                                                                                                                                                                      |  |
| DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL<br><input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person 1-31-05                                 | PERSON CONTACTED<br>Keith                                                                    | JOB TITLE<br>Sales Manager                                                                                                                                                                           |  |
| NATURE OF RESPONSE He never responded                                                                                                                                                                            |                                                                                              | DATE OF RESPONSE                                                                                                                                                                                     |  |
| HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No National Highway Traffic Safety Administration |                                                                                              |                                                                                                                                                                                                      |  |
| IS COURT ACTION PENDING? (Please describe as necessary)<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                   |                                                                                              |                                                                                                                                                                                                      |  |
| ADDITIONAL INFORMATION                                                                                                                                                                                           |                                                                                              |                                                                                                                                                                                                      |  |
| MANUFACTURER OF PRODUCT<br>American Honda Motor Co., Inc.                                                                                                                                                        |                                                                                              | PRODUCT MODEL OR SERIAL NUMBER<br>VIN #<br>19UUA56693A0                                                                                                                                              |  |

|                                                                                                                                                                                                                                             |                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| AI<br>Torrance CA                                                                                                                                                                                                                           | WARRANTY EXPIRATION DATE<br>9-29-08 or<br>62,000 miles |
| DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No      American Honda Finance Corp.<br>600 Kelly Way<br>Holyoke, MA 01040 |                                                        |

## BRIEFLY DESCRIBE YOUR COMPLAINT

was sold a vehicle by the dealer who had knowledge of the recall, but did not repair the problem prior to the sale.

## WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Reimbursement for all out of pocket expenses for improvements, interest and payment.

WHO REFERRED YOU TO THIS OFFICE? Self

## READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

**NOTE:** In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature \_\_\_\_\_

Date: April 6<sup>th</sup> 2005

**Return to: Office of the Attorney General  
Bureau of Consumer Frauds and Protection  
120 Broadway, 3rd Floor  
New York, NY 10271-0332**

Chelsea, NY

Acura  
Customer Relations Department  
1919 Torrance Blvd/ 500-2S-2A  
Torrance, CA 90501-2746

February 4, 2005

Dear Sir/Madam:

I am writing to inform you of a situation created by one of your dealers which I feel is gross negligence at the least or criminal at the most.

On August 4, 2004 my wife and I purchased a 2003 Acura TL, Vin number 19UUA56693A from Heart Acura located at 1271 Route 9, Wappinger Falls, NY 12590. We were told the vehicle was in excellent condition and has a new car warranty we were satisfied at that time and purchased the vehicle.

On January 31, 2005, I received a recall notice in the mail which states in part "can cause gear tooth chipping in transmission, in rare cases this can lead to transmission failure and a crash could occur". I called the service department at Heart Acura to make an appointment and asked when the dealer was aware of this problem. The service lady told me a couple of months earlier which would make it approximately November 2004. At the time I said if they didn't know about the problem then they couldn't fix it or inform me before I purchased the car. Then I decided to call the Acura Client Services at 1-800-382-2238 and ask when the dealer was notified of the recall I was told by two (2) Client Representatives that the dealer was notified of the recall in May and June of 2004 approximately two (2) months before I bought the car!

I called the Sales Manager Keith, at Heart Acura on January 31, 2005 and told him of the situation he said he'd get back to me the next day which

would be ,February 1,2005, he did not call. I called him on, February 2,2005, he said he would talk to the owner to see how to resolve this and get back to me, he also added "we did nothing wrong". I still have not gotten a call back!

I was not told the truth when I called the Service Department to make an appointment to have the transmission checked or repaired. At the time I purchased this vehicle had I been told the truth about the potential transmission problem and the recall I would never have bought the car. The worse part of this situation is that Heart Acura sold me and my family a vehicle with the knowledge that there was a potential problem with the transmission which could result in a crash. This adds up to allowing me and my family including my two grand children ages 10 and 2 who we drive back and forth to functions on an almost daily basis, to play Russian Roulette each and every time we drive our vehicle. Once again let me say if I was told the truth when I was looking at the vehicle that there was a recall I never would have bought the car. The way the sale was handled was negligent and deceiving at the least and criminal at most in my opinion . I don't know what legal rights I have at this time or what remedy if any is in order but I would certainly like a response or suggestion.

I have an appointment to have the transmission checked or repaired, however, I can not bring myself to do business with these people any longer. I was deceived when I bought the car, I was lied to when I asked when they knew of the potential problem and I was told they did nothing wrong by the Sales Manager.

I would appreciate a response. Thank you for your attention to this matter.

CC: Mr. Koichi Kondo

February 15, 2005

Chelsea, NY

Dear

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your 2003 3.2 TL, vehicle identification number 19JUA56693A

I have recently made several attempts to contact you by telephone, to address any unresolved issues relating to your vehicle, unfortunately, I have been unable to reach you.

Mr. Turco, if there are any issues relating to your vehicle that remain unresolved and you wish to discuss with me, I would like to hear from you and provide assistance in resolving them. I may be reached at 1-800-382-2238, Monday through Friday, from 7:00 a.m. to 3:30 p.m., PST. If I do not hear from you within 10 days from the date of this letter, I will assume that all issues pertaining to your vehicle have been resolved, and you no longer require our assistance.

Sincerely,

**AMERICAN HONDA MOTOR CO., INC.**

Brian Price  
Acura Client Services  
File No. N032005-01-310127



1919 Torrance Boulevard  
Torrance, CA 90501.2746  
Phone: 310.783.2000  
Fax: 310.783.3900

Chelsea, NY

February 24, 2004

Mr. Kenneth Weinstein  
Associate Administrator  
Office of Safety Assurance  
NATIONAL HIGHWAY TRAFFIC SAFETY  
ADMINISTRATION  
400 Seventh St., S.W.  
Washington, 20590

Dear Sir:

I am enclosing a letter I sent to the Acura Customer Relations Department on February 4, 2004, which will explain my complaint and dissatisfaction. I received a letter of response from a Mr. Brian Price ( copy enclosed).

On February 22, 2004, I contacted Mr. Price to discuss this situation, during our conversation Mr. Price stated the dealer did not know about the recall on my vehicle until November 10, 2004. Later in the conversation he said the dealer did not know about the recall of my vehicle until January of 2005. Mr. Price also stated it would be illegal for the dealer to sell me the vehicle knowing of such a recall, which I agree.

According to documents I found on the internet ( enclosed) The National Highway Traffic Safety Administration was notified of the extended recall on June 29, 2004. A memo dated June 29,2004 went out to all Acura Sales, Service and Parts Managers a stop sales order to include 2000-03 TL's and early production 2004 TL's. My vin number was included in the memo. According to Federal Law any affected used vehicle cannot be sold or leased until it is repaired. There is a report ( enclosed) which states the dates owner notification began and the dates notification was completed. On July 16, 2004 owner notification began and on July 16, 2004 owner notification was completed. If these memos are true and accurate then Mr.

**Brian Price is either uninformed or negligent.**

**I was not told of the potential hazardous condition of the transmission when the car was sold to me. I was not told of a recall or potential recall, had I known I would be receiving a recall six (6) months after I purchased the vehicle I never would have bought the car!**

**A Heart Acura service person claimed they didn't know of the recall until approximately November 2004. Heart Acura's sales manager Keith said they did nothing wrong. Mr. Price of Acura Customers Service said the dealer didn't know until November 2004 of the recall and didn't know about my vehicle until January 2005. How can this be possible when clearly memos were sent out to ALL ACURA SALES, SERVICE AND PARTS MANAGERS June 29,2004 ? I would greatly appreciate your assistance and any guidance you can offer to resolve this situation. I would like to add Heart Acura was in possession of this vehicle since June 16,2004 with an odometer reading of 17,914 miles.**

**Thank you for your prompt attention to this matter.**

**Sincerely,**

**Enc:**



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, S.W.  
Washington, D.C. 20590

1005

NVS-216 jcc  
Ref. No. 10113710

Chelsea, NY

Dear

Thank you for your correspondence received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We apologize for the use of this form letter; however, due to the overwhelming number of letters received by ODI and the limited resources available to this agency, we are responding to your correspondence in this manner.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and compiled into a database to help us in identifying potential recall inadequacies and safety defects that require our attention. Reimbursement requests relating to a safety recall will be sent to the manufacturer with a request that it be reviewed for a possible resolution. Reimbursement requests relating to failure of a product that is not related to a safety recall do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, the Better Business Bureau, and the State Office of the Attorney General for assistance.

If you wish to update or provide additional information, e.g., copies of repair invoices, police report where a crash occurred, fire department report when a fire occurred, or more detailed information about the incident(s) relating to motor vehicle safety, please attach the additional information to the enclosed Vehicle Owner's Questionnaire (VOQ). The information you provide will be used to update your report.



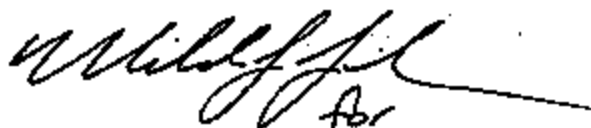
DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

In cases where an investigation is initiated or your report relates to a current investigation, a copy of your report is provided to the manufacturer of the product being investigated. The Privacy Act prohibits our agency from providing your personal identifiers (name, mailing address, zip code, and complete vehicle identification number) to the manufacturer without your permission. Please mark the appropriate authorization box and sign the VOQ before returning it to the agency.

If you have access to a computer, you may obtain information about safety recalls, safety defect investigations, and other safety-related information by accessing NHTSA's Internet Web site at <http://www.nhtsa.dot.gov>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Jimenez", with a horizontal line extending to the right.

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure

cc: Office of Defects Investigation, Recall Management Division (NVS-215)



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh Street, SW  
Washington, DC 20590

**ACKNOWLEDGMENT FAX SHEET OF RECEIPT OF DEFECT INFORMATION REPORT  
SUBMITTED UNDER 49 CFR PART 573  
EXPANSION OF RECALL**

Assigned Recall No. 94Y-176 by the  
National Highway Traffic Safety Administration

Part 573 Supplemental Report Date: June 29, 2004

Date Faxed/E-Mailed: July 7, 2004

**MANUFACTURER:** American Honda Motor Co., Inc.

**MANUFACTURER CONTACT:** Mr. William R. Wilson, Managing Counsel  
Product Regulatory Office

**FAX:** 310-783-2929

**SUBJECT:** An additional 499,796 MY 2003-2004 Accord, MY 2003-2004 Acura 3.2TL, and MY 2001-2003 Acura 3.2CL model vehicles are being included in this recall campaign. Certain operating conditions can result in heat build-up between the countershaft and secondary shaft second gears in the automatic transmission eventually leading to gear tooth chipping or gear breakage can occur. Gear failure could result in transmission locking. Honda Recall Nos. P38 (Accord) and P39 (Acura).

This is an acknowledgment for the expanded recall. A formal acknowledgment letter will be written only if we have additional comments or concerns.

Please provide us with a draft owner notification letter for our review before mailing to consumers.

As stated in your report, owner notification for this expanded portion of the recall is expected to begin on or about July 26, 2004.

If you have any questions, please call:

Patricia Wallace, Safety Defects Analyst on (202) 366-5232 or  
George Fannon, Chief on (202) 366-5216  
or Fax at (202) 366-7882  
or e-mail at [patricia.wallace@nhtsa.dot.gov](mailto:patricia.wallace@nhtsa.dot.gov)  
Recall Management Division

# INTERACTIVE NETWORK

Next Unread Message

View Message

Sent On Jul 28, 2004 Expires On 07/08/2004  
From Acura Service Network  
Subject TL Transmission Defect Campaign Announcement and Stop Sale Order

DATE: July 28, 2004  
TO: All Acura Sales, Service & Parts Managers  
FROM: American Honda Service Division  
RE: Campaign Announcement and Stop Sale Order

Honda Motor Co., Ltd., has announced to NHTSA (National Highway Traffic Safety Administration) that it will expand its current voluntary recall of light truck models for a potential transmission defect to include selected 2000-03 TLs, early production 2004 TLs, and selected 2001-03 CLs.

**Basic Problem:** Certain operating conditions can result in heat build-up between the countershaft and secondary shaft second gears in the automatic transmission. Lacking sufficient oil flow to dissipate heat, prolonged operation under these conditions can eventually result in decreased material strength. In higher mileage vehicles, this can result in gear tooth chipping or, in very rare cases, gear breakage.

In most cases, transmission noise will indicate a problem, however it is possible for the transmission to lockup without warning. A locked transmission could result in a crash.

**Stop-Sale Order:** All early production 2004 TLs, up to VIN 19UUA0004A014224 in your unsold vehicle inventory are affected by this recall and may not be sold until they have been updated.

**NOTE:** 2004 TLs with VINs higher than 19UUA0004A014224 are not affected by this recall and may continue to be sold at retail.

**Repair Strategy:** Vehicles with less than 15,000 miles are at no risk for gear damage. These vehicles will simply need to have an Oil Jet Kit installed --no inspection is needed. For all other vehicles, the technician will do a visual and photographic inspection of the secondary shaft 2<sup>nd</sup> gear through the speed-sensor-hole. If the gear shows signs of heat discoloration, the transmission must be replaced. If not, an Oil Jet Kit must be installed to provide additional lubrication to 2<sup>nd</sup> gear.

**Support Materials:** American Honda will post its initial Acura Service Bulletin with a Video Link and a Strategy Letter on ISIS the evening of July 9, 2004.

**Tool and Parts Supply:** On April 21, 2004, American Honda FedEx'd every Acura Dealership a Photographic Inspection Tool Kit. On July 1, American Honda Parts Division will FedEx overnight a supply of TL/LX Oil Jet Kits large enough to fix all new TLs affected by the stop sale order. Additional supplies of Oil Jet Kits will be shipped to you at a later date.

**Customer Notification:** Notifications will be mailed to all known owners over a period of time. We plan on mailing notification letters to owners of the oldest vehicles first, starting around July 26, 2004. You will be notified of the exact customer mailing date by IM.

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American Honda Motor Company - Campaign Processing System

Campaign Quarterly Government Report

00-04 CL & TL A/T RECALL

07/01/2004 TO 09/30/2004

CAMPAIGN: P39

|                                                |            |
|------------------------------------------------|------------|
| NOTIFICATION CAMPAIGN NUMBER                   | 04V-176    |
| DATE OWNER NOTIFICATION BEGAN                  | 2004-07-16 |
| DATE OWNER NOTIFICATION COMPLETED              | 2004-07-16 |
| FOLLOW-UP NOTICE DATE                          | N/A        |
| NUMBER OF UNITS INVOLVED                       | 328,225    |
| NUMBER OF UNITS INSPECTED (NO REPAIR REQUIRED) |            |
| NUMBER OF UNITS REPAIRED                       | 156,687    |
| NUMBER OF UNITS EXPORTED                       | 1          |
| NUMBER OF UNITS STOLEN                         |            |
| NUMBER OF UNITS NOTIFICATION NOT DELIVERABLE   | 11,360     |
| NUMBER OF UNITS DESTROYED                      | 142        |

# HONDA

American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-6248  
Phone (310) 796-8000

June 23, 2004

NHTSA ID: 04V-175

Mr. Kenneth Weinstein,  
Associate Administrator  
Office of Safety Assurance  
NATIONAL HIGHWAY TRAFFIC SAFETY  
ADMINISTRATION  
400 Seventh St., S.W.  
Washington, DC 20590

Dear Mr. Weinstein:

On June 23, 2004, Honda Motor Co., Ltd. (HMC) determined that a safety-related problem may exist in the transmissions of certain Honda and Acura passenger cars listed below. This determination constitutes an expansion of campaign 04V-175, as confirmed by telephone call to Patricia Wallace on June 23, 2004. The following information is submitted as a supplement to our Part 575 letter dated April 13, 2004.

**575.5(c)(1)**

**Name of manufacturer:** Honda of America Manufacturing, Inc. (HAM)  
**Manufacturer's Agent:** William R. Wilen  
American Honda Motor Co., Inc. (AHMI)  
1919 Torrance Blvd.  
Torrance, CA 90501-2748

**575.5(c)(2)**

**Identification of potentially affected vehicles:**

| <u>Make/Model</u>  | <u>Description</u>      | <u>VIN/Date of Manufacture</u>                                       |
|--------------------|-------------------------|----------------------------------------------------------------------|
| Honda Accord 4D V6 | Certain 2003 model year | 1HGCMB8F3A000030 - 1HGCMB8F3A104283<br>Jul. 8, 2002 to Aug. 28, 2003 |
|                    | Certain 2004 model year | 1HGCMB8F4A080031 - 1HGCMB8F4A840381<br>Aug. 14, 2003 to Jan. 8, 2004 |
| Honda Accord 2D V6 | Certain 2003 model year | 1HGCMB273A000037 - 1HGCMB273A000170<br>Jun. 25, 2002 to Sep. 3, 2003 |
|                    | Certain 2004 model year | 1HGCMB284A000023 - 1HGCMB284A000738<br>Sep. 3, 2003 to Nov. 18, 2003 |

**573.B(c)(2)**

**Identification of potentially affected vehicles:**

| <b>Make/Model</b>  | <b>Description</b>      | <b>VIN/Date of Manufacture</b>                                            |
|--------------------|-------------------------|---------------------------------------------------------------------------|
| <b>Acura 3.2TL</b> | Certain 2000 model year | 19UJJA567*YA000882 – 19UJJA568*YA007848<br>Jul. 27, 1999 to Aug. 21, 2000 |
|                    | Certain 2001 model year | 19UJJA568*1A000901 – 19UJJA568*1A004881<br>Aug. 21, 2000 to Feb. 16, 2001 |
|                    | Certain 2002 model year | 19UJJA568*2A000908 – 19UJJA568*2A001708<br>Aug. 10, 2000 to Jan. 30, 2002 |
|                    | Certain 2003 model year | 19UJJA568*3A000803 – 19UJJA568*3A003872<br>Dec. 4, 2001 to Sep. 10, 2003  |
|                    | Certain 2004 model year | 19UJJA562*4A000820 – 19UJJA562*4A014234<br>Mar. 14, 2003 to Nov. 18, 2003 |
| <b>Acura 3.2CL</b> | Certain 2001 model year | 19UYA424*1A000009 – 19UYA426*1A008821<br>Jul. 16, 1999 to Jul. 29, 2001   |
|                    | Certain 2002 model year | 19UYA426*2A000001 – 19UYA426*2A008879<br>Aug. 7, 2001 to Jan. 8, 2002     |
|                    | Certain 2003 model year | 19UYA424*3A000131 – 19UYA427*3A018277<br>Jan. 29, 2002 to Jun. 12, 2003   |

**Description of the basis for the determination of the recall population:**  
The affected vehicles are based on market failures and manufacturing records.  
Transmissions manufactured after the affected ranges received internal changes  
and do not require modification.

**573.B(e)(3)**

**Total number of vehicles potentially affected: 499,798**

**573.B(c)(4)**

**Percentage of affected vehicles that contain the defect: Less than 0.3%**

**573.B(c)(8)(II)**

**Estimated date to e-mail preliminary notification to dealers: Jun. 29, 2004**

**Estimated date to provide preliminary bulletin to dealers: Jul. 1, 2004**

**Estimated date to begin mailing notifications to owners: Jul. 29, 2004**

**Estimated date of completion of the notification of owners: Sep. 30, 2004**

Mr. Kenneth Weinstein  
June 29, 2004  
Page 3

573.8(o)(9)

**Representative copies of all notices, bulletins and other communications:**

**A copy of the dealer service bulletin will be submitted to your office as soon as possible.**

573.8(c)(10)

**Proposed owner notification letter submission:**

**A draft of the owner notification letter will be submitted to your office as soon as possible.**

573.8(c)(11)

**Manufacturer's campaign number:**

**P38 for Accord; P36 for TL and CL**

Sincerely,

**AMERICAN HONDA MOTOR CO., INC.**



**William R. Wilson  
Managing Counsel  
Product Regulatory Office**

WRW:kb

Chelsea, NY

New York State Office of the Attorney General  
Eliot Spitzer  
Consumer Protection Bureau  
120 Broadway, 3<sup>rd</sup> Floor  
New York, New York 10271

April 7, 2005

Dear Sir:

Enclosed please find a completed Consumer Complaint Form as well as a correspondence with the Acura Customer Relations Department dated, February 4, 2005, which will explain my situation. After a telephone conversation with a Mr. Brian Price, I received no satisfaction. I basically got more lies.

I then wrote to a Mr. Kenneth Weinstein, of the National Highway Traffic Safety Administration explaining my case further. I am enclosing copies of all correspondences along with copies of bills for extras I purchased and paid for before I learned about the recall. I feel I should be reimbursed for all out of pocket expenses for improvements to the vehicle. I also want to be reimbursed for all interest and payments I have made on the vehicle because as I stated had I known of the recall I would NOT have purchased this vehicle.

Thank you for your attention to this matter and I look forward to hearing from you.

Sincerely,

Enc:

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**