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[REDACTED]

Chelsea, NY [REDACTED]

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.

Joan
3/2/05

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:

██████████
██████████
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 19UUA56693██████████ 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.

Sincerely,



CC: Mr. Koichi Kondo

February 15, 2005

[REDACTED]
Chelsea, NY 12512

Dear Mr. Turco:

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your 2003 3.2 TL, vehicle identification number 19UUA56893 [REDACTED]

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

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 793-8900

June 29, 2004

NHTSA ID: 04V-176

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-176, as confirmed by telephone call to Patricia Wallace on June 23, 2004. The following information is submitted as a supplement to our Part 573 letter dated April 18, 2004.

573.5(c)(1)

Name of manufacturer: Honda of America Manufacturing, Inc. (HAM)
Manufacturer's Agent: William R. Wilen
American Honda Motor Co., Inc. (AHM)
1919 Torrance Blvd.
Torrance, CA 90501-2746

573.6(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	1HGCM808*3A000030 - 1HGCM808*3A104253 Jun. 5, 2002 to Aug. 26, 2003
	Certain 2004 model year	1HGCM808*4A006031 - 1HGCM808*4A040361 Aug. 14, 2003 to Jan. 8, 2004
Honda Accord 2D V6	Certain 2003 model year	1HGCM827*3A006037 - 1HGCM827*3A028170 Jan. 25, 2002 to Sep. 2, 2003
	Certain 2004 model year	1HGCM826*4A000025 - 1HGCM826*4A007658 Sep. 3, 2003 to Nov. 18, 2003

573.6(c)(2)

Identification of potentially affected vehicles:

<u>Make/Model</u>	<u>Description</u>	<u>VIN/Date of Manufacture</u>
Acura 3.2TL	Certain 2000 model year	19JUA867*YA000062 – 19JUA866*YA067648 Jul. 27, 1999 to Aug. 21, 2000
	Certain 2001 model year	19JUA866*1A000001 – 19JUA866*1A034551 Aug. 31, 2000 to Feb. 16, 2001
	Certain 2002 model year	19JUA866*2A000008 – 19JUA866*2A061706 Aug. 10, 2000 to Jan. 30, 2002
	Certain 2003 model year	19JUA866*3A000003 – 19JUA866*3A063972 Dec. 4, 2001 to Sep. 10, 2003
	Certain 2004 model year	19JUA862*4A000026 – 19JUA862*4A014224 Mar. 14, 2003 to Nov. 18, 2003
Acura 3.3CL	Certain 2001 model year	19UYA421*1A000008 – 19UYA426*1A036821 Jul. 18, 1999 to Jul. 29, 2001
	Certain 2002 model year	19UYA426*2A000001 – 19UYA426*2A005976 Aug. 7, 2001 to Jan. 8, 2002
	Certain 2003 model year	19UYA424*3A000131 – 19UYA427*3A016277 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.

573.6(c)(3)

Total number of vehicles potentially affected: 489,796

573.6(c)(4)

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

573.6(c)(5)(i)

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. 28, 2004

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

573.6(d)(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.

573.6(c)(10)

Proposed owner notification letter submission:

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

573.6(c)(11)

Manufacturer's campaign number:

P38 for Accord; P38 for TL and CL

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



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

WRW:ke

First Unread Message

View Message

Sent On: 06/28/2004 Expires On: 07/08/2004
 From: Acura Service National
 Subject: TL Transmission Defect Campaign Announcement and Stop Sale Order

DATE: June 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 18LUA86**4A014224 in your on-site vehicle inventory are affected by this recall and may not be sold until they have been updated.

NOTE: 2004 TLs with VINs higher than 18LUA86**4A014224 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 2nd 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 2nd gear.

Support Materials: American Honda will post its initial Acura Service Bulletin with a Video Link and a Strategy Letter on I818 the evening of July 6, 2004.

Tool and Parts Supply: On April 21, 2004, American Honda FedExed every Acura Dealership a Photographic Inspection Tool Kit. On July 1, American Honda Parts Division will FedEx overnight a supply of TL/CL Oil Jet Kits large enough to fit 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 28, 2004. You will be notified of the exact customer mailing date by IN.

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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



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh Street, SW
Washington, DC 20390

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

Assigned Recall No. 04V-175 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: 310-781-2999

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 lockup. 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 Ferman, Chief on (202) 366-5210
or Fax at (202) 366-7882
or e-mail at patricia.wallace@nhtsa.dot.gov
Recall Management Division