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March 16, 2005

RECEIVED
NVS-215National Highway Traffic Safety Administration Office #2
400 Seventh Street SW
Washington, DC 20590

2005 MAR 28 A 11: 11

OFFICE OF
DEFECTS INVESTIGATION

To Whom It May Concern:

I would like to put in a formal complaint against Rick Case Acura in Fort Lauderdale, FL. I was lied to from the dealer about the recall of part #35130, Ignition Switch on my 1997 Acura CL 3.0. I was advised by my Acura Certified Mechanic back in July 2004 to bring my vehicle into the dealer for the replacement of my ignition switch as my car was stalling out while I was driving (please see receipt from Rick Case Acura). He advised me that the part was a recalled part and I should take the vehicle to the closest dealer, which I did. In February 2005, the car began to stall out once again. It stalled out on the highway while I was traveling at a high rate of speed. Fearing for my safety, I had the vehicle towed directly to my mechanic. He looked at the vehicle and stated that the problem was the ignition switch. I stated that I recently had that replaced at the dealer. In further review of my paperwork, he stated that they did not use the correct part for the recall and that I should bring the vehicle back to the dealer to fix, which I did. Upon their diagnostic test of the vehicle, they stated that it was not the ignition switch that was broken, but the O2 sensor and an EGR valve. It took them two weeks to fix the vehicle as they did not have the parts in stock, I received the car on 3/9/05. On 3/11/05, only two days after the car was released, the car once again stalled out on a busy highway. I brought the vehicle back to Rick Case Acura where they wanted to charge an \$89 fee to look at the vehicle I told them that I was not going to pay this fee as I felt that my vehicle should have been fixed in the two weeks, which it was in their shop. The service manager then stated that it could be numerous things and since I have an older vehicle, "Sometimes when you fix one thing, other things may break". I told him that is completely unacceptable and I then took the car directly to my mechanic for his opinion. Upon my mechanic driving my vehicle, it stalled once again. He advised me again that it was the recalled ignition switch and I should go back to the dealer. He even drove me back to the dealer and showed the Service Manager exactly what the problem was. The manager stated that his mechanics would need to evaluate the car. I stayed with my vehicle as they were performing their "diagnostic testing" and upon completion, I was told that it was the ignition switch. They then handed me a handwritten estimate of the cost, \$255 (attachment 1) as this part was not under warranty or the part that was recalled. I was then told that it would take a week for them to get in the part. I was told that the part that was recalled was an esthetic piece, Interlock Ignition Switch Key (part # 06351-S84) (attachment #2). In utter frustration, and fear for my safety with the Rick Case Acura, I returned to my mechanic. He then printed me out an information sheet on the recall (attachment #3). The sheet clearly stated that the recall was for the ignition switch. He then went into the back of his shop to get the part and replaced the ignition switch in less than 45 minutes and only charged me \$102.47. I have attached the receipt of my repair work along with all other supporting documents.

Thank you

Lauderhill, FL

Jensen
3/24/05

Attachment # 3

Summer 2002

Important Safety Recall: Ignition Switch

Dear 3.0CL, 2.3CL, or 3.2TL 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 determined that a defect relating to motor vehicle safety exists in the ignition switch on certain 1997-1999 3.0CL, 1998-99 2.3CL, and 1999 3.2TL vehicles. Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, if your engine stalls while driving in traffic or at highway speeds, you are at risk of being involved in a crash. Difficulties starting the engine (for example, hard-to-start, stalls immediately after starting, etc.) may indicate that the ignition switch is failing.

What should you do?

Call any authorized Acura dealer, and make an appointment to have your car repaired. The dealer will install an improved ignition switch, free of charge. Please plan to leave your vehicle at the dealership for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

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

American Honda Motor Co., Inc.
Acura Client Services Department
Mail Stop 500-2H-7D
1819 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 Auto 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 3.0CL, 2.3CL, or 3.2TL involved in this recall. If this is not the case, or if the name/address information is incorrect, please fill out and return the included, postage-paid Information Change Card. We will then update our records.

If you paid to have a defective ignition switch replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached instructions for Reimbursement for eligibility requirements and the reimbursement procedure.

If you have questions.

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

We apologize for any inconvenience this may cause you.

Sincerely,
American Honda Motor Co., Inc.
Acura Automobile Division

All owners of affected vehicles will be sent a notification of this campaign. An example of the customer notification is at the end of this service bulletin.

CORRECTIVE ACTION

Replace the electrical (ignition) switch.

NOTE:

Reinstalling aftermarket parts (security systems, alarms, audio systems, etc.) connected to the ignition wiring is not covered under this campaign. If a customer wants a non-Acura part reinstalled, the shop that installed the part (or the customer) must do the work and assume liability. In addition, the customer is responsible for all costs associated with the non-Acura part and its installation. If you have any questions about this, please contact your District Parts and Service Manager.

Ignition Switch:

1997-98 CL -
1999 3.2TL -

P/N 35130-SY8-805
P/N 35130-984-305

PARTS INFORMATION

Vehicle: Recalls**Recall - Ignition Switch Replacement**

02-014

June 4, 2002

Applies To: See VEHICLES AFFECTED

Safety Recall: Ignition Switch

BACKGROUND

Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, a vehicle that stalls while driving increases the risk of a crash.

VEHICLES AFFECTED

1997 3.0CL - from VIN 18UYA2...VL000001
thru 18UYA2...VL020419

1998 3.0CL - from VIN 18UYA2...WL000001
thru 18UYA2...WLD14481

1998 3.0CL - from VIN 18UYA2...XL000001
thru 18UYA2...XL014944

1998 2.9CL - from VIN 18UYA3...WL000001
thru 18UYA3...WLD11003

1998 2.9CL - from VIN 18UYA3...XL000001
thru 18UYA3...XL010025

1999 3.2TL - from VIN 18UUA6...XA000002
thru 18UUA6...XA055785

Not all vehicles in the VIN ranges are affected. Before beginning work, verify that the vehicle is eligible by checking at least one of the following.

- ^ The customer has a notification letter.
- ^ The vehicle is shown on your campaign responsibility report.
- ^ The vehicle is shown as eligible on a DCS or IN (Interactive Network) VIN Status Inquiry.

CUSTOMER NOTIFICATION



Lorena Vallejo
Asst. Service Manager

954-377-7863 Direct
954-377-7488 Fax
754-224-7334 Cell

lornavallejo@rickcase.com

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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).**