

10124751

Wilmington, DE
May 26, 2005

National Traffic Safety Administration
US Department of Transportation
Washington, D. C., 20590

Dear Sirs:

The enclosed documents will explain a serious safety problem experienced with a 1996
Acura TL

Sincerely yours,

10124751

Edi non
12/3/05

Wilmington, DE

May 26, 2005

Castle Acura
120 S. DuPont Highway
New Castle, DE 19720

Dear Sirs:

This letter concerns a serious safety problem with a 1996 Acura TL, VIN JH4UA2649TC, purchased new in September, 1996. Although co-owned by and is essentially the sole operator.

As the enclosed invoices show, you replaced the windshield wiper motor assembly on September 20, 2001, at a mileage of 24,326, and again on March 11, 2004, at a mileage of 30,150.

Windshield wipers only fail when you need them! In both incidents preceding the repairs (?) described above, a combination of skillful driving and good luck enabled to get off the highway without accident. Understandably, these repeated failures engendered a substantial degree of distrust and a reluctance to drive this car if bad weather was forecast, even if it was necessary to find other transportation to meet a medical appointment. On May 21, 2005, however, she misjudged the probabilities and was caught in an sudden, intense, short-lived shower when returning from grocery shopping. And guess what! The windshield wipers did not work, at least while it was raining. (Now that the car has dried off, the wipers work!) Incidentally, the mileage on the car is only 33,696.

In view of this serious and apparently irremediable defect, we do not want this car any longer. Of course, the simplest solution would be to take it to Toyota, on a dry day, as a trade-in. (Toyota accepts former Honda owners—4 Hondas, 2 Acuras—with great alacrity.) However, it would be unconscionable to dispose of the car in this manner, as it would merely transfer the risk of injury or death to some future owner and other motorists. Gentlemen, we seek resolution!

Sincerely yours,

CC: Acura Automobile Division
Customer Relations Office
American Honda Motor Co., Inc.
1919 Torrance Blvd.
Torrance, CA 90501-2746

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US Department of Transportation
Washington, D. C., 20590

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