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June 28, 2005

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AMERICAN HONDA MOTOR CO., INC.
ACURA CLIENT SERVICES
MAIL STOP 500 2N-7E
1919 TORRANCE BLVD.
TORRANCE, CA 90501

GENTLEMEN:

On Monday, June 13, my 2002 MDX with only 46,000 miles experienced a problem when the malfunction indicator lamp came on. According to the book, it was not significant – merely a gas cap adjustment. (not a life threatening situation) However, my car's engine revved up and sounded like it was on the Grand Prix race circuit. It could have been a very fatal incident. Why didn't other lights come on to indicate a dangerous situation?????

I drove it immediately to Acura of Elk Grove in Sacramento, – this incident made me a nervous wreck. They did a check and informed me that the transmission needed to be replaced. My complaint to you is it is only warranted until 50,000 miles and they will only guarantee the work for another 12,000 miles or 1 year. This is not acceptable. I believe it should be warranted for another 50,000 miles – it is a new transmission. The history with transmissions is not good!!!

This should never have happened. My 2002 MDX has been one headache after another – sway bar cracked six months after purchase, SRS indicator lights on and did not get fixed for another 4 months (numerous visits to the Acura dealer – now the transmission had to be replaced.

I could understand these problems with a less expensive vehicle. I spent almost \$44,000 for a vehicle that I believed to be reliable and dependable. Now, I know that is not the case. I did the warranty work called for to prevent this kind of occurrence and it still occurred. Luckily, I was just getting on the freeway and not when I was trying to merge. If it had occurred a few minutes earlier, rounding the turn to merge onto to the freeway, it would not have been such a favorable outcome.

Please consider giving me an additional warranty. I do not believe I should have to purchase the warranty for an additional \$2400 as I was told because I don't believe with a \$44,000 vehicle I should have to guarantee the transmission which should have been dependable. I believe with the Honda name – you should honor this new transmission for another 50,000 miles.

[REDACTED]
Sacramento, Ca
Day phone [REDACTED]

Cc: National Transportation Safety Board
Better Business Bureau

Mark
AED
7/12/05