



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03-OCT-2006

Repository ☐

Reference No.
10169823

OWNER INFORMATION (Type or Print)

Name

Address

City RIDGEWOOD

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner

Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

19UUA56892A

Make

ACURA

Model

3.2TL

Model Year

2002

Date Purchased
01-OCT-02

Dealer's Name and Telephone Number
WAYNE ACURA 973-696-5164

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City
WAYNE

State

NJ

Zip Code

07470

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-OCT-2006

Failure Mileage
85000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE DRIVING VARIOUS SPEEDS ON THE HIGHWAY, THE AUTOMATIC TRANSMISSION SEIZED AND THE ENGINE STALLED WITHOUT WARNING. A NHTSA RECALL, #04V176000 WAS PERFORMED ON THE VEHICLE CONCERNING, THE AUTOMATIC TRANSMISSION HOWEVER, THE RECALL DID NOT REMEDY THE PROBLEM. THE DEALERSHIP DETERMINED THE TRANSMISSION NEEDED TO BE REPLACED AGAIN AND THE ENGINE NEEDED NEW ENGINE MOUNTS. THE MANUFACTURER WAS NOTIFIED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See Report -

3 failed transmissions! Vehicle has stopped

without warning on major highways. This transmission problem has been ongoing & affects TC models of Acura from 1999-2004. Acura has since revised models from 2004-on with a new transmission system. My car is being replaced with the faulty transmission. It is extremely unsafe to drive.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

NHT METRO P&D

13 OCT 2006 PM

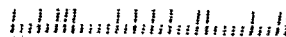
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

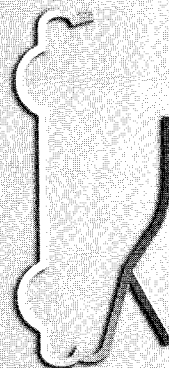
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

nhtsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
Ridgewood, New Jersey [REDACTED]

10/10/2006

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, D.C. 20590

To Whom It May Concern:

I am writing you today to file a complaint against American Honda Motor Corporation Division of Acura. I purchased a new 2002 Acura 3.2tIs from the Wayne dealership and in 2004 as I was driving on the Long Island Expressway with my young son, the car stalled without warning. No lights or a signal of malfunctioning occurred. I was completely terrified since I was in the middle lane of traffic. I was able to restart the car after a period of time and could only manage a crawl (20miles on the speedometer) to get home. My plans were ruined for the day but luckily no one was injured. When I dropped off the car to the Wayne dealership I was told later that day the transmission had gone and would need to be replaced. I was also told that there was a recall on the transmission and a new warranty would be in place for 100,000 miles. At the time I felt the problem was resolved until I was driving on Route 17 in Mahwah and I experienced the same problem. I had a tractor trailer barreling down on me and just managed to avoid another catastrophe. I let the car remain idle and started it after some time. At first I had no response, but eventually after an extended period of time, the car did start and I was able to get to the Ramsey dealership in second gear only. Once again the news was that I needed another transmission! This was 3/06 and the service associate assured me that the problem would be

remedied with a transmission replacement. When I told him that the dealership in Wayne had already replaced the transmission in 04 he appeared surprised. The transmission was replaced and I was led to believe that the problem was resolved. Now last week as I was driving up an incline, my car started to slip gears and buck. I immediately took the car back to the Ramsey Dealership and was told a day later that in fact the transmission would have to be replaced for the third time! Upon researching the problem on the web it appears that Acura had transmission issues with 1999-2003 tl and cl models. I have read similar scenarios as mine involving numerous transmission replacements but no real resolution to the problem. While I know the lemon law requires the miles be under 18,000 or within 2 years, I think Acura is fraudulent in pretending to fix this problem with an inferior transmission that can seize or stall without notice while driving on a highway. I am sure that other complaints have been brought your way concerning this safety issue. I ask you to please investigate this matter and file the necessary complaints against this Corporation that has no regard for the safety of their customers. I use my car to transport clients and can not run the risk of exposing them or my family and friends to a potential accident. After the 2003 model, Acura completely redesigned the transmission to eliminate the problem but no measures are in place to reimburse or allow a trade in on this inferior car.

I would greatly appreciate any assistance in this matter.

Thank you,
Best Regards,

VIN # 19UUA56892A

Cc: Division of Consumer Affairs

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).