

CL-10179561-2973

Acura Customer Relations
P.O. Box 2964
Torrance, Ca 90509

2007 JAN 17 10:07 AM 2007 JAN 18 10:03 AM 2007 JAN 19 10:03 AM

Dear Sir / Ms,

In December of 2000, we purchased a 2001 Acura CL, type S for my wife. She chose Acura over a BMW M-3 primarily because of the great results our son-in-law was experiencing with his 1999 Acura TL and the enjoyable rides we shared in his TL.

In late winter of 2002 we received a letter from American Honda Motor Co., Inc., Acura Automobile Division notifying us of a possible automatic transmission problem with all 2001-2002 3.2CLs resulting in a warranty extension. We were not experiencing transmissions problems at that time, but we were having SRS wiring difficulties from December 2002 through June of 2003.

Our transmissions problem (slipping) surfaced in December of 2003 just prior to 30,000 miles resulting in a warranty kit, "REMFG" transmission being installed. No mention was made of "engine mount" problems or replacement in the notice of 2002 nor was any word of caution given about "engine mount" problems from the local dealer when the first "REMFG" transmission was installed.

A second notice about potential transmissions problems for certain 2001-2003 3.2CLs, 2000-2003 3.2TLs, and 2004 TLs was sent out by American Honda Motor Co., Inc. in 2004.

In December of '06 we once more experienced transmission problems (slipping) just before 60,000 miles. That transmission was also replaced by a "REMFG" transmission. Eleven days later and less than 100 miles we returned to the dealership with "unusual transmissions noises" from the "second" "REMFG" transmission. The next day, after further checking the "second" transmission which had just been replaced, we were informed that the front engine mount also needed to be replaced. It was replaced at a charge of \$314.54.

It seems that there is a direct relationship between the front engine mount and the transmission problems we have experienced. I believe that the front engine mount should have been replaced the first time we experienced transmission problems and also the second time. You are replacing one "REMFG" transmission with another "REMFG" transmission. Why are you not also replacing the front engine mount?

While experiencing these problems, we have been well pleased with the Service Consultants representing Gillman Acura but not with the course of action Acura has pursued. **I am frustrated that American Honda Motor Co., Inc. has chosen to let the decision to replace the front engine mount rest upon the owner's shoulders.** For the goodwill relationship you desire with your customers be they first time or return owners, American Honda Motors Co., Inc. should absorb the expense of replacing the front engine mount.

I would greatly appreciate a response, be it written, or by e-mail, to my request. And would even be more thrilled to see American Honda Motor Co. stop using their **supply of rebuilt, old transmissions but rather would chose to replace the older, problem transmissions with their newer, better transmissions.**

Obviously, Acura makes a better transmission! Our son-in-law has just passed 100,000 miles with his 1999 TL Acura and does not recall having a single problem.

Sincerely,

[REDACTED]

[REDACTED]

Conroe, TX [REDACTED]

[REDACTED]

COPIES TO: American Honda Motor Co., Inc.
Acura Client Services
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2746

Mr. Ramsey Gillman
Owner
Gillman Acura
18002 North Frwy
Houston, TX 77090

Mr. Tony Webb
Service Manager
Gillman Acura
18002 North Frwy
Houston, TX 77090

Mr. Wally Mendez
Service Consultant
Gillman Acura
18002 North Frwy
Houston, TX 77090

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590