



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

February 12, 2007

[REDACTED]
[REDACTED]
Houston, TX [REDACTED]

NVS-216 aae
Ref. # 10179580

Dear [REDACTED]

Thank you for your correspondence dated January 1, 2007, concerning the automatic transmission in your Model Year (MY) 2002 Acura 3.2 TL. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 22, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

[REDACTED] we understand that you seek reimbursement for costs incurred for automatic transmission repairs to your MY 2002 Acura 3.2 TL vehicle prior to receiving the NHTSA Recall Campaign (No. 04V176000). We have enclosed a summary for your review. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification.



SAFETY
People Saving People
www.nhtsa.dot.gov

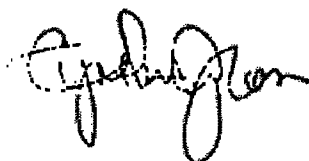
DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Certain restrictions apply, including the need to submit certain documents to the manufacturer. We suggest that you follow the instructions in the recall notification letter to file a claim. If you feel that your claim is wrongfully denied, you should pursue the matter with the manufacturer. You may also report any dispute to NHTSA by contacting NHTSA's Vehicle Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236), or by filing a complaint via the agency's Internet Web site: <http://www.nhtsa.dot.gov>. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. If you have any questions regarding this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-800-986-9678 ext. 66544.

We have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit to view a Monthly Defect Report that provides a listing of current investigations. Enter "Monthly Defect Report" in the **NHTSA Search** capability to locate the reports. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure(s)