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NLS-2-1

May 30, 2007

2007 JUN 11 AM 6:45

[REDACTED]
Ludlow, MA [REDACTED]

VIN#2HNYD18611H [REDACTED]

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746
&
Schaller Acura
345 Center Street
Manchester, CT 06040
&
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Honda Motor Co. Inc.,

Back in the Spring/Summer of 04 a safety recall for all 2001/2002 MDXs was issued. Following the instructions I contacted Schaller Acura where the car was originally purchased from by my father-in-law. At that time they apparently determined that the transmission was not in serious enough condition to warrant a replacement but instead was given an oil kit.

Flash forward to May 25, 2007. The transmission developed a problem with shifting and was brought to Lia Honda in Enfield, Ct. where I bring the Acura in for more of the lesser services, but always get all services done to the vehicle that are needed. The car just would rev more off a start and switch hard into second gear, making pulling in front of a vehicle hard because you didn't know if the transmission would catch before another car came up on you, thus worrying about causing an accident. I felt the vehicle should not be driven and went about finding someone to fix it. I decided to let Lia Honda install the transmission for me at an estimated \$3,100.00.

I just feel that this transmission failure is not all my fault due to the apparent issues with the transmissions in the Acura MDX that fell under the recall. I also know of someone at my work named Dennis Chalke who also had brought his Acura back to Schaller Acura after having the oil kit added. About 2 years after the recall, he brought it back and they decided to replace the transmission for him. It seems odd the two of us would have the same vehicle and also end up with failing transmissions. Makes me wonder how many others fall into this same category?

ET
6/11/07
cc

This is a financial burden to my family to have to pay this money especially if it is an apparent defect in your product. I feel I should receive at least some compensation for having this repair done. I have bought many Honda vehicles in the past because of their solid reputation, and purchased the Acura from my father-in-law because of that strong reputation. The vehicle has about 115,000 miles on it mostly highway from my father-in-law traveling back and forth to work. We bought it to raise our family since it had the extra seat and I don't believe the Pilot was out at the time. I am also currently leasing a Honda Odyssey, again because of the Quality of Honda Products.

I just feel that this transmission problem relates back to the defects that brought about the original recall. So the car didn't show enough wear at the time, how do I know the oil kit worked or was even installed properly. It seems to me the oil kit was just a way to buy time for the remaining transmissions to hopefully not cause a problem since replacing all of the transmissions would have cost Honda Motors Co. millions of dollars. If there was a defect no matter if it showed wear yet or not should have been corrected with replacement. This is an Acura, a prestigious luxury brand. Corners should not be cut to save a few bucks. Customer safety should be number 1. The oil kit was there to help stop the problem from occurring, but in no way would stop some from still failing. As apparent in my boss's MDX which was replaced after the fact for free. This just seems too much of a coincidence to me. Please let me know if there is anything that can be done to help me get some type of compensation for this repair. Nobody could believe that this should happen on a vehicle such as an Acura since it is not that old. We did not drive it hard to cause this problem.

Please let me know your thoughts. With a family and three little children I could not wait to get the vehicle fixed. We need to wait a week for the new transmission and that is already too much time. I will need to rent a car in order to let the family get where they need to be. So it is not just the expense of getting the vehicle repaired, but there are other costs such as renting as well as other inconveniences. If there had not been a recall specific to the transmission and the need to replace them, I would have just thought oh well there must have been a defect in mine. Instead there appears to be a defect in many and I don't feel I should be penalized for your defect.

[REDACTED]
[REDACTED]
Home: [REDACTED]

Work: [REDACTED]

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Acura and Apple have developed the Acura Music Link adapter (for iPod®) [Click here for details.](#)

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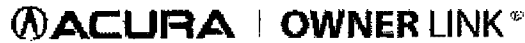
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2001 Acura MDX ▾

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RECALLS

Schedule Service Appointment

Concerned about safety? So is Acura. That's why Owner Link provides up-to-date information about your vehicle. Because Owner Link recall listings are based on your Acura's Vehicle Identification Number (VIN), they are specific to your vehicle.

Your **2001 Acura** is included in the **AUTOMATIC TRANSMISSION RECALL Campaign**.

Your **2001 Acura** is included in the **2001-02 MDX FRONT SPRINGS Campaign**.

Description	<u>AUTOMATIC TRANSMISSION RECALL</u>
Date	4/21/2004
Type	Safety Recall Campaign
Status	Fixed

Description	<u>2001-02 MDX FRONT SPRINGS</u>
Date	8/31/2005
Type	Safety Recall Campaign
Status	Fixed

If you experience problems or you have further questions, **contact your dealer** assistance.

You can also find more information from:

American Honda Motor Co., Inc.

Acura Client Services

Mail Stop 500-2N-7E

1919 Torrance Blvd.

Torrance, CA 90501-9746

Telephone: (800) 382-2238

National Highway Traffic Safety Administration

400 Seventh Street, SW

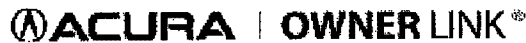
Washington, DC 20590

Auto Safety Hotline (888) 327-4236

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RECALLS

(This is an electronic version of the letter that has been mailed to you.)

[BACK TO RECALLS](#)

Spring/Summer 2004

Safety Recall: Automatic Transmission Second Gear Inspection

Dear MDX Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has decided that a defect relating to motor vehicle safety exists in certain 2001-02 MDXs. Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lock-up, and a crash could occur without warning.

What should you do?

Call any authorized Acura dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done *free of charge*. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Safety Hotline at (888) 327-4236.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2001-02 MDX involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.

Acura Automobile Division

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Welcome!

Schaller Acura is Connecticut's first Acura dealership and winner of the 2006 Dealership of Distinction Award. This is our ninth year winning the award, the most of any dealership in New England.

We are a clean, modern, midsize dealership, conveniently accessed from several interstate highways: Routes 91, 84, and 384.

We have a large and varied selection of new and used Acuras for you to choose from, and our [Parts](#) and [Service](#) departments are ready to meet your automotive needs with their award winning capabilities.

Thank you for visiting Schaller Acura's Web site! Below you'll find important links which will enable you to do everything from:

- Get a [Quick-Quote](#) on any of our New or Pre-Owned Acuras!
- Make a [Service appointment](#) for your Acura via E-Mail!
- [Order Parts](#) on-line

We hope you find these services helpful, and please don't hesitate to [E-Mail](#) us with any questions, comments, or suggestions you might have regarding Sales, Service, or Parts.

Schaller Acura
 345 Center Street
 Manchester, CT 06040
 Phone (860) 647-7077
 Email [Contact Us](#)
 Fax (860) 649-9493

2006 ACURA PRECISION TEAM



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