



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

June 19, 2007

[REDACTED]
[REDACTED]
Ludlow, MA [REDACTED]

NVS-216et
Ref # 10193216

Dear [REDACTED]:

Thank you for your correspondence dated May 30, 2007, concerning your request for reimbursement due to repairs on your model year (MY) 2001 Acura MDX vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 11, 2007.

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 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] your MY 2001 Acura MDX vehicle is entitled to only one remedy, and according to Acura's database, your vehicle received the remedy on July 14, 2004 at 77,539 miles. The defect associated with this recall is caused when, under certain operation conditions, there is not enough oil flow to dissipate heat in the area of the secondary shaft within the automatic transmission, which can result in a visible decrease in material strength (gear discoloration). The added oil jet mitigates the possibility of heat related deterioration of material strength in the second gear. Transmissions showing signs of deteriorated gear strength are replaced. Transmissions without gear discoloration have not been damaged and need not be replaced. Based on Acura's labor code, your transmission was inspected and determined to not need replacement, and the oil jet was installed. Again, we cannot act on allegations about improper installation of the oil jet, nor can we act on other disputes between an owner and dealer/manufacturer.

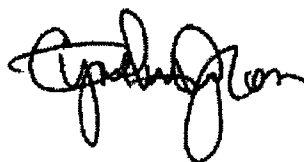


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Massachusetts Office of the Attorney General regarding your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic VOQ online at <http://www.nhtsa.dot.gov/ivoq>. 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,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', with a stylized, cursive script.

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