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Rob McKenna 2008 JAN 30 AM 10: 31

ATTORNEY GENERAL OF WASHINGTON

Consumer Protection Division
PO Box 2317 • Tacoma, WA 98401 • (253) 597-3832
11/20/2007

Acura Corporations Customer Service Dept.
1919 Torrance BLVD
Torrance, CA 90501

RE: [REDACTED]

File #: [REDACTED]

Dear Acura Corporations Customer Service Dept.:

This office has received the enclosed complaint from [REDACTED] regarding your firm.

May we please have your reply so that we may determine how to proceed with this matter.

We request your response within 14 business days. If you are unable to provide your response during that timeframe, please contact this office to make alternate arrangements; please address it to me and reference our file number [REDACTED]

PAM E. ROBERTSON
Complaint Analyst
Consumer Protection Division
(253) 593-2906

Enclosure(s)

cc: US Consumer Product Safety Commission

CPSC/OFC OF THE SECRETARY
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Catalyst Complaint Summary

Consumer Information

Name: [REDACTED]

Day Phone: [REDACTED]

Address: [REDACTED]

Evening Phone:

Email Address: [REDACTED]

City: tacoma

Age Group: [REDACTED]

State: WA

Zip: [REDACTED]

Do you want the Attorney General's Office to send this business a copy of your complaint? Yes

Business Information

Name of business that I am complaining about: ACURA CORP.

Address: 1919 Torrance blvd

Phone: 1-800-382-2238

Toll-Free 1-800-382-2238

City: Torrance

Fax:

State: CA

Zip: 90501

Web Site: www.acura.com

Email Address:

Name of owner or manager (if known): Fred Silver

Names and addresses of any other businesses involved in your complaint:

same as above, Fred Silver is the case manager for client services

Item or service purchased:

Cost of item or service:

Did you sign a contract: No

Date of transaction:

Salesperson's name: case manager

Was an advertisement involved? No

Date and source of advertisement:

Catalyst Complaint Summary

About Your Complaint

Have you complained to the business? Yes

Have you filed a complaint with the Attorney General's Office before? No

If Yes, what was the complaint number:

Have you contacted an attorney? No

If yes, what is the attorney's name and address?

Is there a court or other legal proceeding pending? No

If yes, please explain:

What do you think the business should do to resolve your complaint? Prf

Briefly explain your complaint:

I have an Acura MDX 2001, there has been a huge recall/service bulletin for the transmission and the torque converts (causes a violent shuddering and delay) my VIN # didn't qualify however, the year of my car did and I asked Acura on numerous and Acura Corp to help me in getting their product fixed since it's defective and they are aware of this issue, all I got was NO's. People were able to get assistance that VIN's nubmer also didn't qualify that put up enough of a fight and didn't back down,,so they are helping people to a certain extreme on vin #'s that don't qualify. I have filed a complaint with BBB and did get a call from Fred Silver who was/is my consumer rep at Acura corp. in CA, and he said still there is nothing we can do for you, which they could but just don't want to,,I have been advised that they are pretty close to a class action law suit, hopefully that happens. I have spent many hours on the phone and sending information to whoever will hear me that this is wrong and unethical for such a large company as ACURA, I have been advised even from ACURA dealerships (In Fife) that this is a big problem but CORP. is not willing to help the people that are having the same issues as all the others models (including MDX's) are having, and they would fall in the "year" of the make which should qualify enough.

Declaration

By filling in my name and the date below, I declare, under penalty of perjury under the laws of the state of Washington that the information contained in this complaint is true and accurate.

Signature



Catalyst Complaint Summary

Date 11/14/2007