



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 SEP 8 1-888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

08-JUL-2008

Repository

Reference No. 10233554

OWNER INFORMATION (Type or Print)

Name

Address

City FORT MILLS

State SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize In the absence of Signature of Owner

manufacturer of your vehicle? YES NO name or address to the vehicle manufacturer. Date 7-30-08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 19UYA225X0

Make ACURA

Model CL

Model Year 1999

Date Purchased 2002

Dealer's Name and Telephone Number WAYNE Mauldin 704-566-2315

Engine: No: Cylinders 6

Fuel Type:

Original Owner

Dealer's City CHARLOTTE, NC

State NC

Zip Code 28227

Transmission Type AUTO

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: TRANSMISSION

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JUL-2003

Failure Mileage 26000

Failure Speed 0

TRANSMISSION NOT WORKING

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No: (Example: DOTM19ABC036)

Original Equipment Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash Yes No

Fire Yes No

Number of Persons Injured 0

Number of Deaths 0

Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 ACURA CL. WHILE IN THE PARK POSITION, THE CONTACT PLACED THE GEAR INTO DRIVE AND HEARD A WEIRD CLICKING NOISE. HOWEVER, THE GEARS WOULD NOT CHANGE. THE VEHICLE WAS TOWED TO THE DEALER AND, BECAUSE IT WAS UNDER WARRANTY, THEY REPLACED THE TRANSMISSION. APPROXIMATELY SIX MONTHS LATER, AT 44,000 MILES, THE VEHICLE WOULD NOT SWITCH INTO GEAR ONCE AGAIN. THE VEHICLE WAS TOWED TO THE DEALER AND, ONCE AGAIN, THE TRANSMISSION WAS REPLACED UNDER WARRANTY. THE MANUFACTURER HELD THEMSELVES RESPONSIBLE FOR THE REPLACEMENT OF A NEW TRANSMISSION, WHICH WORKED FINE FOR APPROXIMATELY THREE MONTHS. HOWEVER, AT 89,000 MILES, THE TRANSMISSION WOULD NOT TURN OVER. THE VEHICLE WAS TOWED TO THE DEALER, BUT THEY DID NOT WANT TO HONOR THE WARRANTY. THE CONTACT WROTE A LETTER TO THE STATE ATTORNEY AND THE DEALER ACKNOWLEDGED THE FAILURE AND REPAIRED IT UNDER WARRANTY. THE TRANSMISSION WORKED FINE FOR ANOTHER THREE YEARS, BUT HAS CURRENTLY FAILED AGAIN. SHE CALLED THE DEALER, BUT THEY ARE NOT WILLING TO REPAIR THE VEHICLE SINCE THEY HAVE NOT BEEN SERVICING IT REGULARLY. THE VEHICLE IS CURRENTLY PARKED AT HER HOME WITH TRANSMISSION FAILURE. SHE BELIEVES THAT A TRANSMISSION SHOULD NOT HAVE TO BE REPLACED FOUR TIMES. THE FAILURE MILEAGE WAS 26,000 AND CURRENT MILEAGE WAS 196,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To whom it may Concern:

The manager at the dealership claims that the reason that I have a transmission failure is because I did not change my transmission fluid every 30,000.00 as needed to keep the car running. Please see his comments that were mailed to the Attorney's General office. The transmission that they replaced was done well under the 30,000 miles since they last changed the transmission fluids.

07/10/2002 – They stated that I bought the car at 40,195 that upon buying this car that they had they performed bumper to bumper diagnostics, where they changed every fluid in the car.

12/10/2003 – They replaced the burnt fluid in the transmission. This tells me that they did not do it at 40,000.00 miles, because at 64741 they had to change it again. They wanted to charge me a fee for doing this, but I spoke with the service manager at that time, stating that it should have been done at the time of purchase of the car, because you have the bumper to bumper guarantee that all fluids have been done. They replaced the fluid free of charge.

01/02/04 – Took the car in having transmission problems. At this time they replaced the transmission with the old style of transmission. The mileage of the car is 65885 still under the 30,000.00 miles since the last transmission oil change.

02/02/04 – Took the car in having transmission problems. They stated that the car was shifting normally and they found no problem.

08/02/04 – Took the car back in for transmission problems. They stated that I needed transmission mounts. They again repaired the car. Still I am under the 30,000.00 miles from which they stated that the fluids needs to be changed.

10/27/04 – Took the car back in for transmission problems. They again replaced the car with a new transmission which they stated was the new style. Still this car is less than 30,000.00 miles since my last since they changed the fluid.

Now my car is not working and sitting in the driveway with problems with the transmission. He stated the reason why the car is not working is because the fluids have not been changed every 30,000 miles. I don't think this is the problem, because when they changed the fluids back in 2003 the car has had 2 transmissions and the mileage had not reached the 30,000 peak. It has to be a manufactured problem with the transmission.

Thanks





JUL 23 2008

Billie G. Holcombe
Consumer Protection Specialist
Consumer Protection Division

RE: File No. [REDACTED]

Fort Mill, SC [REDACTED]

In response to your letter, [REDACTED] transmission was replaced under warranty on 1/2/04 at 65885 miles with the old style transmission. It was replaced again on 10/27/04 at 80081 miles with the current and updated transmission which was again covered by American Honda. Since that time [REDACTED] has driven the car 116,170 miles with no service being performed on the transmission. In the owner's manual it recommends that the fluid be changed every 30,000 miles. With this in mind, the oil in the transmission has more than likely broken down and could not protect the internals of the transmission.

[REDACTED] vehicle is well outside the normal manufacturer warranty period and as a dealer the only way we can replace the transmission would be under customer pay conditions. If [REDACTED] feels that it is a manufacturer's defect she needs to contact American Honda Customer Service Group. I have attached a copy of [REDACTED] vehicle history report for your review. If you have any questions please feel free to call me at [REDACTED]

Sincerely,

A handwritten signature in black ink that reads 'Wayne Mauldin'.

Wayne Mauldin
Service Manager
Hendrick Acura
Charlotte N.C
704-566-2315

HENDRICK ACURA

6824 E. Independence Blvd. • Charlotte, NC 28227 • (704) 563-7800 • 1-800-763-7811 • Fax (704) 563-9172
www.hendrickacura.com

7/22/2008
1:35:03

SUMMARY HISTORY DISPLAY

3010

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CUSTOMER NAME [REDACTED] SERIAL NO. [REDACTED]
TOTAL R/O'S 13 TOTAL SERV. DAYS 74 MAKE AC ACURA

#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	#	T	OPERATION CODE.	DESCRIPTION.....
1	255532	12/21/2007	171365	A	733			
				T	566	1	I 32ACZ	BODY ELECTRICAL
				T	566	2	I 02ACZLNR	LOANER VEHICLE
2	180954	01/21/2005	83943	A	561			
				T	516	1	W 30ACZALT	ALTERNATOR
3	175331	10/27/2004	80081	A	606			
				T	516	1	W 16ACZ	TRANSMISSION AUT
4	169734	08/02/2004	78577	A	159			
				T	516	1	C 16ACZ	TRANSMISSION AUT
				T	516	2	C 01ACZEMISSIONS	NCSI OBD-II 96&U
				T	516	3	C 30ACZALT	ALTERNATOR
5	158306	02/02/2004	66737	A	159			
				T	138	1	C 16ACZ	TRANSMISSION AUT
				T	138	2	I 02ACZLNR	LOANER VEHICLE
6	156712	01/02/2004	65885	A	172			
				T	430	1	W 16ACZ	TRANSMISSION AUT
				T	430	2	I 02ACZLNR	LOANER VEHICLE
				T	430	3	W 30ACZING	IGNITION SYS
				T	430	4	W 30ACZ	ENGINE ELECTRICA
7	155529	12/10/2003	64741	A	606			
				T	430	1	I 16ACZTRN	TRANSMISSION FLU
				T	430	2	W 11ACZ	ENGINE
8	148945	08/18/2003	59882	A	541			
				T	364	1	W 32ACZ	BODY ELECTRICAL
				T	364	2	I 02ACZLNR	LOANER VEHICLE
9	148228	08/05/2003	59170	A	444			
				T	138	1	W 12ACZLIGHT	CHECK ENGINE LIG
0	133544	11/09/2002	45477	A	532			
				T	180	1	C 04ACZ	L/O/F SPECIAL
1	127810	07/31/2002	40126	A	444			
				T	488	1	I 50ACZ	BODY EXTERIOR
2	126560	07/10/2002	40195	A	515			
				T	341	1	I 70ACZPRE-OWN/DE	PRE-OWNED DETAIL
3	126559	07/10/2002	40195	A	515			
				T	135	1	I 70ACZPPO	CPD INSPECTION
				T	135	2	I 70ACZCODE	RADIO CODE
				T	135	3	I 01ACZEMISSIONS	NCSI OBD-II 96&U
				T	135	4	I 03ACZ	WHEELS/TIRES

Replaced Trans with New Style (2)

Trans mounts

Trans Shifting normal

Replaced Trans old Style (1)

Replaced Burnt Fluid-

JUL 8, 2008 SUMMARY HISTORY DISPLAY

Store 04 SERVC01 PORT 5274 3010

CUSTOMER NAME		SERIAL NO.						
TOTAL R/O'S	13	TOTAL SERV. DAYS	74					
		MAKE	AC ACURA					
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	488	1	I 50ACZ	BODY EXTERIOR
12	126560	07/10/2002	40195	A	515			
				T	341	1	I 70ACZPRE-OWN/DE	PRE-OWNED DETAIL
13	126559	07/10/2002	40195	A	515			
				T	135	1	I 70ACZPPO	CPO INSPECTION
				T	135	2	I 70ACZCODE	RADIO CODE
				T	135	3	I 01ACZEMISSIONS	NCSI OBD-II 96&U
				T	135	4	I 03ACZ	WHEELS/TIRES

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (DV=DOCUMENT VIEW)