



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

1200 New Jersey Avenue SE.
Washington, DC 20590

October 14, 2008

[REDACTED]
[REDACTED]
Roseville, CA [REDACTED]

NVS-216 et
Ref. No. 10243711

Dear [REDACTED]

Thank you for your correspondence dated September 5, 2008, concerning your model year (MY) 2003 Acura TL. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 24, 2008.

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 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.

In your letter you request reimbursement for charges you incurred to replace the transmission in your MY 2003 Acura TL. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or items of motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, with regard to safety recalls, owners are only entitled to reimbursement when pre-notification repairs have been performed. According the Acura's recall search engine found at <http://owners.acura.com/Maintenance/Recalls.aspx?src=inq> , the remedy associated with NHTSA Recall Campaign 04V-176 (copy enclosed) has been completed on your vehicle. The transmission slippage problem described in the invoice you provided may not be related to the recall above.



You may be entitled to reimbursement under your vehicle's extended warranty; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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 Vehicle Owner's Questionnaire 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 that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement