



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

09-DEC-2008

Repository

Reference No. 10251217

OWNER INFORMATION (Type or Print)

Name

Address

City

BELLINGHAM

State

WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an signature of owner. YES NO Date 12/29/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 19UUA56993

Make ACURA

Model 3.2TL

Model Year 2003

Date Purchased 7/31/07

Dealer's Name and Telephone Number

ACURA of Lynnwood (425) 775-2925

Engine: 3.2 liter V6 No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Lynnwood

State WA

Zip Code 98036

Transmission Type A/T

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s) 08-DEC-2008

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage 108000

Failure Speed 60-65 mph

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 2003 ACURA 3.2TL. IN MAY OF 2006, THE TRANSMISSION FAILED. ON DECEMBER 8, 2008, THE TRANSMISSION FAILED AND THE VEHICLE WAS TOWED TO A REPAIR SHOP. THE DEALER STATED THAT THE TRANSMISSION WAS SERVICED ON DECEMBER 14, 2004 ACCORDING TO NHTSA CAMPAIGN ID NUMBER 04V176000 (POWER TRAIN: AUTOMATIC TRANSMISSION). A REPORT WAS FILED WITH THE MANUFACTURER. THE MANUFACTURER STATED THAT THE CONTACT COULD TAKE THE VEHICLE TO THE DEALER; HOWEVER, HE WOULD BE RESPONSIBLE FOR THE REPAIR COSTS. THE CURRENT AND FAILURE MILEAGES WERE 108,000. When the transmission failed, I had been on the interstate and there was a very quick jerking which was due to the transmission shifting from 5th gear to 2nd gear because the RPM gauge was reading about 5500 RPMs at a little faster than 50mph, almost causing the vehicle behind me to collide into my car.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Then, after taking the vehicle to the dealership ~~to get a~~ ^{to get a} second diagnosis on the transmission, I am told by the service advisor, Richard Rookstool, that I was going to need a new transmission for my car and that it would cost \$3764.25, which didn't include the \$114.35 for the diagnosis. And then, the representative from American Honda Motor Co. Inc., called me back after I had made a complaint, a few days later. The guy ~~had~~ from Acura, then says, that they would lower the price to \$2,100. But, I still don't understand why, I would have to be the one responsible for a defect in the ~~material~~ ~~and/or workmanship.~~ ~~material and/or workmanship.~~

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

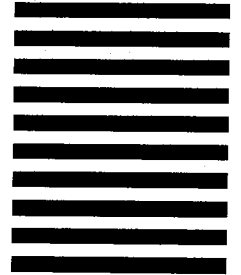
Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE



**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Home | Account | Contact ALLDATA | Log Out | Help

BELLINGHAM AUTO & TRUCK

Select Vehicle | New TSBs | Technician's Reference

Component Search:

OK

Conversion Calculator

2002 Acura 3.2TL V6-3.2L SOHC

Vehicle Level → Transmission and Drivetrain → Technical Service Bulletins → All Technical Service Bulletins → Campaign - Automatic Transmission Warranty Extension

Campaign - Automatic Transmission Warranty Extension

Notes

02-027

February 5, 2008

Applies To:
See VEHICLES AFFECTED

Warranty Extension:
3.2 TL and 3.2 CL Automatic Transmission (Supersedes 02-027, dated January 7, 2007, to update the information marked by asterisks)

BACKGROUND

In certain vehicles, a higher than normal number of A/Ts have defects in material or workmanship that could cause premature wear or failure. To ensure that clients have adequate warranty coverage, American Honda is increasing the warranty on the transmission and the torque converter to 93 months (7 years and 9 months) or 109,000 miles, whichever occurs first.

***NOTE** :Because of a different class action settlement unrelated to the A/T, the warranty extension coverage for A/Ts and torque converters on 2002-03 3.2CLs and 3.2TLs purchased or leased between April 13, 2002, and November 7, 2006, is now 93 months (7 years and 9 months) or 114,450 miles, whichever occurs first. For more information, refer to Service Bulletin 06-050, Warranty Extension: Vehicle Warranty Mileage.*

1999-02 3.2 TL: All
2003 3.2 TL (except Type S):
From VIN 19UUA5...3A000001
thru 19UUA5...3A019566
2003 3.2 TL Type S:
From VIN 19UUA5...3A000001
thru 19UUA5...3A019061
2001-02 3.2 CL: All
2003 3.2 CL (all models):
From VIN 19UYA42..3A000001
thru 19UYA42..3A005203

PLEASE VISIT
WEBSITE: [Acurazine.com](http://www.acurazine.com) (or)
<http://tl.acurazine.com>

There are over 49 pages of the same complaint and/or problem, under the 2nd generation TL forum.

[Zoom](#)

[Sized for Print](#)

VEHICLES AFFECTED

CLIENT NOTIFICATION

The court sent a notification to all potentially affected clients in August/September 2006. The mailed notification was sent to original registered purchasers, and it informed them of the terms of the proposed settlement. A notice of the approved settlement also appeared in national newspapers and news websites.

CORRECTIVE ACTION

If diagnosis indicates a problem with the torque converter or an internal A/T problem, replace the affected unit and the PCM.

NOTE : When you order a remanufactured A/T, you will also get an updated PCM (shipped separately) and you may get an updated fuel pressure regulator. Make sure you install these items as part of A/T replacement.

OP #	Description	FRT
218181	Replace the torque converter (includes draining the ATF through a paint strainer, as per S/B 90-009).	5.5
218180	Replace the A/T and the torque converter (includes draining the ATF through a paint strainer, as per S/B 90-009).	5.5
A	Replace the PCM.	0.4
B	Replace the PCM and the fuel pressure regulator.	0.5

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WARRANTY CLAIM INFORMATION

Failed Part: Use the RM part number (from the repair order) without the RM
Example: 06200-PAX-A00

Defect Code: 5AT00

Symptom Code: L7300

Part used for repair: Use the RM part number (from the repair order)
Example: 06200-PAX-A00RM

Skill Level: Repair Technician

REPAIR PROCEDURE

Follow the DIAGNOSIS steps in Service Bulletin 90-009, Automatic Transmission In-Warranty Exchange Program.

^ If your diagnosis indicates something other than a torque converter or an internal A/T problem, make the needed repairs. File the warranty claim using the information in S/B 90-009.

^ If your diagnosis indicates a problem with the torque converter or an internal A/T problem, follow the IN-WARRANTY EXCHANGE steps in S/B 90-009 to order a remanufactured A/T, replace the failed A/T, and return the failed A/T core. File the warranty claim using the information in this bulletin (S/B 02-027).

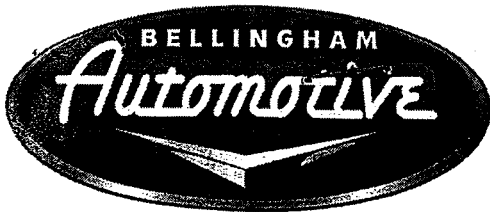
NOTE :If you received an updated fuel pressure regulator with the remanufactured A/T and updated PCM, make sure you remove and discard the old fuel pressure regulator and replace it with the updated one. Updated fuel pressure regulators are marked with a black dot for easy identification. See S/B 01-001, Hard Start After "Hot Soak", for fuel pressure regulator and PCM replacement information.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

Zoom

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Disclaimer



Ph. (360) 676-5200
 Fax: (360) 738-0144

4116 Hannegan Road
 Bellingham, WA 98226

www.bellinghamautomotive.com

INVOICE



2003 Acura TL

License #

Invoice #

Bellingham, WA

VIN: 19UUA56993
 Engine: V6 3.2L, 3210cc, Gas, FI
 Transmission: A/T

Mileage: 108082
 Color: Green
 Unit #:
 PO #
 Mfg. Date: 05012002

Inv Date: December 8, 2008 @ 1:10pm

Service Writer:
 Status: Posted
 Driver: Ro, John

Vehicle Problems	Requests for Service	Services Performed	Qty	Price	Ext
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Notes: inspect and diagnose
 slipping when driving in second gear
 rpm's go up and not gaining speeds
 drops down into gear and makes cluck noise
 VSA light came on
 drive 5 blinking
 caution light on

Labor Service - Scanned vehicle for codes found 2 existing codes present:
 PO730 and PO780 Both codes are shift issues that are most likely due to a faulty
 transmission, found fluid level good but fluid level is black. Proceeded with visual
 inspection and found all connectors are intact recommend further diagnosis to confirm
 failure.
 Monitored with scanner and found bad transmission, Checked IATN found posts on
 connectors and found all ok at this time.
 Found repeated posts of bad transmissions in these years of Acura Found bulletin for
 possible extended warranty coverage recommend customer talks with Acura his
 vehicle is under the mileage and time deadline for these repairs. KCB

92.23

Warranty

Warranty on parts and labor for 24 months or 24,000 miles whichever comes first unless stated otherwise. All warranty service to be performed at Bellingham Automotive.

Posted 12/09/08 12:29PM

Debit Card 101.97

Invoice Summary

Labor 92.23
 Supply Charge 1.84
 Sub Total 94.07
 Sales Tax (DEF) 7.90

X

Customer acknowledges receipt of merchandise and services.

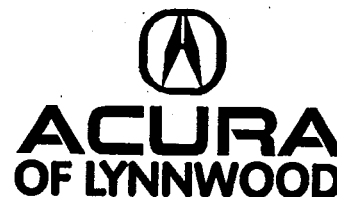
Original Estimate: \$105.07
 Discard old parts

Total	\$101.97
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: 39066

385270

INVOICE



21515 HWY 99
LYNNWOOD, WA 98036
425-775-2925 800-85-ACURA
FAX: 425-776-6910

BELLINGHAM, WA

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1956 RICHARD ROOKSTOOL

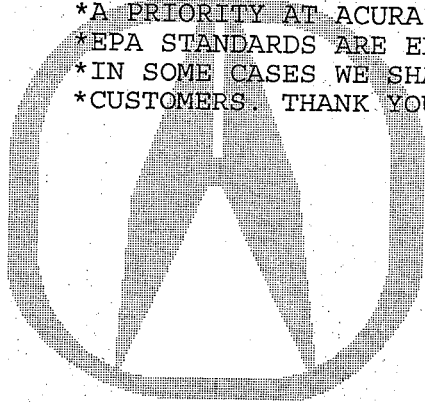
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	03	ACURA TL	19UUA56993		108204/108204		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL07 DD			12DEC08		105.00	CASH	12DEC08
R.O. OPENED	READY	OPTIONS: STK:671210 DLR:251200					
12:02 12DEC08	14:21 12DEC08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE TRANSMISSION IS ACTING UP-PLEASE CHECK AND ADVISE
1000 DIAGNOSE TRANSMISSION SLIPPING

8000	CA					105.00	105.00
,,,,,VERIFIED CHECK ENGINE LIGHT - FOUNG CODE P0730 SHIFT CONTROL SYSTEM							
,,,,,MALFUNCTION - P0780 MECHANICAL PROBLEM IN HYDRALIC SYSTEM - ROAD TESTED							
,,,,,VEHICLE - NEED TRANSMISSION - 3764.25							

 *CALLED:DATE __/__/__ @ __: __ AM/PM BY: __ *
 *MINIMIZING OUR IMPACT ON THE ENVIRONMENT IS *
 *A PRIORITY AT ACURA OF LYNNWOOD. HOWEVER, *
 *EPA STANDARDS ARE EXPENSIVE TO MAINTAIN AND *
 *IN SOME CASES WE SHARE THIS COST WITH OUR *
 *CUSTOMERS. THANK YOU FOR YOUR COOPERATION. *



AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. ACURA OF LYNNWOOD HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM ACURA OF LYNNWOOD ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Customer Signature

✓

*Thank You
For Your
Business!*

**SERVICE & PARTS
DEPARTMENT HOURS
MONDAY - SATURDAY
6:00 a.m. - 7:00 p.m.
CLOSED SUNDAYS**

DESCRIPTION	TOTALS
LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.00
LESS INSURANCE	0.00
SALES TAX	9.35
PLEASE PAY THIS AMOUNT	114.35

CUSTOMER COPY

Kevin Wong
Ext 115239

3012008-12-
09007

7084