

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

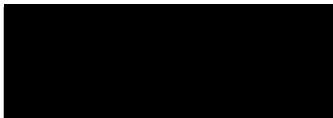
Region 9
Arizona, California, Hawaii,
American Samoa, Guam,
Northern Mariana Islands

201 Mission Street, Suite 1600
San Francisco, CA 94105
Phone: 415-744-3089
Fax: 415-744-2532

9

June 28, 2011

JUL 0 2011



JUL 0 2011

Foster City, CA

Dear

Thank you for your letter regarding your private vehicle "2001 Acura 3.2 TL, VIN 19UUA56761A

By copy of this letter, your correspondence fax to our NHTSA Western Region 9 office has been forwarded to your Office of Vehicle Safety Compliance at our NHTSA Headquarters in Washington, D.C. You should be hearing directly from them regarding any future contact.

If you have any questions, you can contact the Office of Vehicle Safety Compliance at (202) 366-9700 or the toll-free Auto Safety Hotline at 1-888-327-4236.

Sincerely,

David Manning, PhD

Regional Administrator

NHTSA Western Region 9

Cc: Office of Vehicle Safety Compliance (NSA-3), NHTSA HQ, 400 Seventh St, SW,
Washington, DC 20590

Acura Client Relations, 1919 Torrance Blvd. M/S 500-2N7E, Torrance, CA 9050



ET
071811
TGW

27 JUN 2011

[Redacted]
[Redacted] Foster City CA [Redacted] Phone [Redacted]

Acura Client Relations
1919 Torrance Blvd. M/S 500-2N7E Torrance, CA 9050
Phone : (800) 382-2238 Fax : (310) 783-3535

Ref : 2001 Acura 3.2 TL Transmission problems.

Dear Acura Client Relations:

I am a owner of 2001 Acura 3.2 TL for over 10 years (VIN 19UUA56761A [Redacted] 82,148 Miles). Most of the scheduled service was done at Mike Harvey Acura, Burlingame, CA. Recently I have noticed transmission problems in my TL such as juddering and slipping on D5 while shifting from 2nd gear to 3rd gear – especially while going on ramp, merging on to freeways and on bridges/uphill. I took it to the above dealer for check up on 06/13/2011. They ran the diagnostics and did a short test drive and told me they found no problems.

However I had to take it again today (06/27/2011) since the check engine light was on and the Mike Harvey service department determined that there is indeed a problem with the "P 1750 – Clutch Press". It is the same infamous transmission recall mentioned in http://en.wikipedia.org/wiki/Acura_TL#2001.

Mike Harvey Acura service department quoted \$4450 (\$2971 for remanufactured transmission + \$1084 labor + tax) to make the repairs since the warranty had expired. I strongly believe this is not acceptable. Though Acura had extended the warranty, I believe whatever diagnostics done at the dealership is really not good to determine this problem and report it. Please note, the diagnostics done at the dealership as late as 06/13/2011 was not able to catch this issue. Hope you understand that same thing could have happened when the car was taken back to the dealership for recall checks between 2001 and 2007.

I request that Acura client relations to consider my case and make this transmission change **free of cost** as a onetime gesture for a loyal customer. I'd like to let you know, though the extended warranty timeframe (7.75 years since car purchase) had passed, my car is still under the 109,000 miles mentioned in the recall notice. Appreciate your reply on this.

[Redacted]

cc- Mike Harvey Acura Service department (212 East Lane Burlingame, CA 94010)
cc-NHTSA Region IX - San Francisco Fax 415-744-2532

MIKE HARVEY

ACURA

1070 BROADWAY
 BURLINGAME, CA 94010
 PHONE (650) 579-4255

BAR# AG126072
 EPA# CAL000195978

CUSTOMER NO. 44959	ADVISOR JOSEPH AULICINO	TAG NO. 2207 8279	INVOICE DATE 06/13/11	INVOICE NO. ACCS463748
	LABOR RATE	LICENSE NO.	MILEAGE 81,908	COLOR BLUE/
	YEAR / MAKE / MODEL 01/ACURA/TL/3.2TL 4DR		DELIVERY DATE 11/03/00	DELIVERY MILES 10
FOSTER CITY, CA	VEHICLE I.D. NO. 1 9 U U A 5 6 7 6 1 A		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/11	

COMMENTS

LABOR & PARTS
 J# 1.15AGZ2 AUTOMATIC TRANS. TECH(S) 158 INTERNAL
 CUSTOMER STATES TRANSMISSION CLUNKS IN D5 AND ALSO HAS
 TROUBLE ENGAGING IN REV.
 TECH ROAD TESTED AND FOUND TRANSMISSION OK. NO
 SLIPPING OR CLUKING. NO HESITATION WHEN ENGAGING
 IN REVERSE
 CUSTOMER ADVISED TO HAVE IRF TO USE ACURA TRANS FLUID
 IF USING OTHER BRAND

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TECHNICIAN CERTIFICATION
 158 PETER LEE D050361

TOTALS

*****HOME OF THE FREE OIL AND FILTER SERVICE*****	TOTAL LABOR	0.00
*****SEE YOUR SERVICE CONSULTANT FOR DETAILS*****	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

COURTESY LOCAL ONE-WAY DROP OFF SHUTTLE SERVICE AVAILABLE

*****THANK YOU, YOUR SERVICE CONSULTANT*****

BAR# AG126072 EPA# CAL000195978

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

The Reynolds and Reynolds Company, FRANKLIN, OH 43002

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01ACZ-016	150,000/ONETWENTYMO.	MO	499.94	00ACZ-007	TRANS FLUSH	MI	237.44
00ACZ-0000	TRANSFER FLUID	MI	174.94	00ACZ-004	FUEL INDUCTION	MI	199.94
00ACZ-005	T/BODY SERVICE	MI	174.94	00ACZ-006	COOLING FLUSH	MI	212.44
00ACZ-008	BRAKE FLUSH	MI	174.94	00ACZ-009	ALIGNMENT	MI	162.44
00ACZ-010	MDX DIFF FLUID	MI	174.94	00ACZ-011	A/C FILTER	MI	199.94

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/13/11	463748	81908	2207	158	I	15ACZ2	AUTOMATIC TRANS
02/12/07	368637	44309	254	951	C	01ACZ-009	45,000/TWELVE MONTH
03/01/06	345169	37706	309	561	C	01ACZ-003	37,500/SIX MONTH
				9999	I	46ACZ-003	REPAIR TIRE(S)
				561	C	82ACZLMPNPRTV	LAMP INOPERATIVE.
				9999	I	60ACZ	AIR COND/HEATER

SALESPERSON NO. 864

S E R V I C E

STATE REG# AG126072

VEHICLE ID No. 1901JA56761A	YEAR / MAKE / MODEL 01/ACURA/TL/3.2TL 4DR	PROD. DATE	STOCK No.	LICENSE No.	R.O. No. 464355
CUSTOMER No. 44959	SERVICE CONTRACT ACURA CARE\$0	DEL DATE 11/03/00	DEL MILES 10	SELL DEALER No.	R.O. DATE 06/27/11
COLOR BLUE/	CONTRACT No. V000902865	EXP. DATE 10/30/07	EXP. MILES 100,000	TAG No. 8247	
TURBO ACZZ	M/MC Y	A/C Y	P.S. Y	TRANS. A	MILEAGE 82,148
ADVISOR No. 2207	ADVISOR JOSEPH AULICINO				

FOSTER CITY, CA

TIME RECEIVED: 08:58am | DATE / TIME PROMISED: 06/27/11 06:00pm

APPOINTMENT: Yes No

LABOR RATE

[RADIO CODE] 22145 [AL CODE] AL3243
[NAVI CODE] 3243

ORIGINAL CUSTOMER ESTIMATE: TOTAL 165.00

X _____

1 C* 15ACZ2 AUTOMATIC TRANS
CHECK TRANSMISSION JUDDERING, AND SLIPPING, CUSTOMER STATES CAR WAS IN ACCIDENT AND WANT TO VERIFY IF PROBLEM IS RELATED

2971

1084

Tax †

P 1750 CIOUCH PRESS.

4450

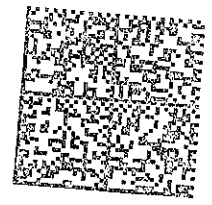
approx 4450

Acura Corpaz: 800-382-2238

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

Region 9
201 Mission Street, Suite 1600
San Francisco, CA 94105

Official Business
Penalty for Private Use \$300



Haster

012H16209315
\$00.440
06/28/2011
Mailed From 94105
US POSTAGE

Office of Vehicle Safety Compliance (NSA-3),
NHTSA HQ, 400 Seventh St, SW,
Washington, DC 20590

