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

1200 New Jersey Avenue SE.
Washington, DC 20590

January 11, 2012

[REDACTED]
Warrington, PA [REDACTED]

Dear [REDACTED]

NVS-216 rrr
Ref. No. 10423451

Thank you for your correspondence concerning your model year (MY) 1999 Acura TL vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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 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.

You indicate that the transmission in your MY 1999 Acura TL failed without warning while traveling on vacation. You are aware of a service bulletin that extends the transmission warranty to 93 months / 109,000 miles. However, your vehicle has exceeded the time requirement for the warranty; therefore, Acura told you there was nothing they could do and you were responsible for the cost of the repair. You request that the transmission problem in MY 1999 Acura TL vehicles be escalated to a recall.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to transmission problems in MY 1999 Acura TL vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



NHTSA is aware of Acura Service Bulletin (SB) (Article No. 06-050) concerning premature wear of transmission components in certain MY 1999 through MY 2003 Acura TL vehicles and extends the transmission warranty. However, the issuance of a SB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Acura to perform the corrective action described in the SB on your vehicle at no cost to you.

Your statement mentioning the difference between a SB and a recall is unfounded. Our decision to open or not open an investigation or initiate a recall is not based solely on the presence or absence of data indicating crashes, deaths, injuries, or property damage. NHTSA has opened many defect investigations even though there were no crashes, deaths, injuries, or property damage. NHTSA considers field experience and other technical information about each particular issue. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, 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, and Washington, DC 20580; and by using the Internet complaint form at 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, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement