

**Subject:** FW: TSB on Vibration problem in 2012 Acura TL  
**Date:** Wednesday, June 06, 2012 11:42:13 AM

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**From:** TIS, NHTSA (NHTSA)  
**Sent:** Wednesday, June 06, 2012 11:37 AM

**Subject:** FW: TSB on Vibration problem in 2012 Acura TL

NM  
062912  
TGW

**From:** [REDACTED]  
**Sent:** Tuesday, May 29, 2012 1:38 PM  
**To:** TIS, NHTSA (NHTSA)  
**Subject:** TSB on Vibration problem in 2012 Acura TL

I **PURCHASED** A NEW 2012 ACURA TL ON 2/8/12. EACH DAY I DRIVE 35 MILES TO AND FROM WORK ON INTERSTATE 75 WITH A POSTED SPEED OF 70 MPH. WITHIN A FEW DAYS I NOTICED THAT WHEN THE CAR REACHED 70 MPH A PERSISTENT HIGH FREQUENCY VIBRATION CAME UP THROUGH THE DRIVER'S SIDE FLOOR AND IN PARTICULAR THROUGH THE ACCELERATOR PEDAL. BY THE TIME I REACHED WORK OR HOME MY ENTIRE RIGHT FOOT AND CALF WAS NUMB AND BUZZING. IT FELT AS THOUGH I HAD "FALLEN ASLEEP" AND CAUSED THE NERVES TO BE TEMPORARILY NON-FUNCTIONAL. I TOOK THE CAR TO THE DEALER AND THEY TOLD ME THE TIRES WERE OUT OF BALANCE, HOWEVER, WHEN THEY CHECKED THEM THEY WERE NOT. THEN THEY TOLD ME THAT THE FRONT RIGHT TIRE HAD A TEAR IN IT AND IT WOULD HAVE TO BE REPLACED. THEY ORDERED A NEW TIRE AND

INSTALLED IT AND TRIED TO CHARGE ME \$399 BUT THANKFULLY THE MANAGER GAVE IT TO ME A NO COST. THE CAR HAS BEEN TO THE DEALER 6 TIMES. AT THE DEALER URGING I OPENED A COMPLAINT WITH HONDA HEADQUARTERS. FILE NUMBER B012012-04-1601260. THE REPRESENTATIVE I DEALT WITH WAS APRIL WHO CAN BE REACHED AT (800) 382-2238, EXTENSION 115188. THREE CALLS WERE RECORDED BY HONDA. ONE OF THE SENIOR PERSONS AT THE DEALERSHIP CONFIDED IN ME THAT EVERYONE AT ACURA KNOWS ABOUT THIS PROBLEM AND THERE IS NO FIX. APRIL TOLD ME THE SAME. SHE ACTUALLY CALLED THE VIBRATION A "VEHICLE CHARACTERISTIC." VIBRATION AT 70 MPH IS NOT A GOOD THING AND IN TIME IT MAY LEAD TO CATASTROPHIC CONSEQUENCES. BOTH ACURA AND THE DEALER REFUSED TO BUY ME OUT OF THIS VEHICLE AND SO LAST SATURDAY I TRADED OUT TO ANOTHER CAR AT A SUBSTANTIAL COST TO MYSELF.

I understand you have a Technical Service Bulletin (TSB) regarding this problem. I would like to purchase it.

