



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

OCT 17 2012
14-SEP-2012

Repository ☐

Reference No.
10475419

OWNER INFORMATION (Type or Print)

Name

Address

City GILMER

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
19UUA56812A

Make
ACURA

Model
TL

Model Year
2002

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
30-AUG-2012

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
77000

Failure Speed

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 2002 ACURA TL. THE CONTACT STATED THAT WHILE TRAVELING 30 MPH, THE VEHICLE FAILED TO SHIFT INTO THIRD GEAR. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT ILLUMINATED DURING THE FAILURE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND CONFIRMED THAT REPAIRS WERE PREVIOUSLY PERFORMED UNDER NHTSA CAMPAIGN ID NUMBER: 04V176000 (POWER TRAIN:AUTOMATIC TRANSMISSION). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 77,000 AND THE CURRENT MILEAGE WAS 78,600.

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)

Problem Occured As Stated On My Car. I talked to the regional or district rep for Acura, and he said my car had been repaired in the recall. Also said that my car was out of warranty, but that if I would take it to the dealer, and my problem was recall related, they would help with the expense of fixing it. He!! 10% at most.

Dealer wanted \$5200 for trans, \$1000 for new computer = \$6200.00 I had it repaired and trans shop said my problem with 2nd & 3rd gear was heat related, and that the recall did not fix the problem. Also said the computer charge by dealer was unnecessary. Rip Off!!

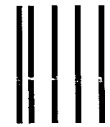
ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

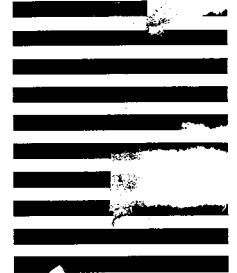
**National Highway
Traffic Safety
Administration**

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

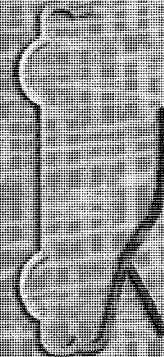
WASHINGTON, DC

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**



National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

Transmission
Shop

The Transmission Shop
1508 N Central Expressway, Plano, TX 75074
Phone: 972-422-7767



RO#: 48005
Invoiced: 09/21/2012

Page: 1

Sold To:

[Redacted]
Gilmer, TX
Pn: [Redacted]

Bill To:

[Redacted]
Gilmer, TX
Pn: [Redacted]

Vehicle:

2002 Acura 3.2 TI FWD
Eng: V6-197 3.2. Tran: B7WA
VIN: 19UUA56812A
Mileage In: 79024 Out: 79040
P Date: 10/01 Ctr: White
Lic: [Redacted] St: TX

Repair Order:

Service Writer: Aaron
PO Number:
Date In: 09/17/2012
Date Out: 09/21/2012
Driver:

Automatic Trans

Customer Concern:

Transmission shifts hard, delays in shifting, slips, check transmission

Diagnosis:

Transmission Has Internal/External Damage
Slips 2nd and 3rd, RPM's rev high.
P0740 TCC Fault
P1750 Clutch Pressure Failure

Recommendation:

Remove, Dismantle & Inspect.

Labor:

Description

Remove, Rebuild, Reinstall. Labor List Is 15.9 Hrs x \$95.00 = \$1510.50
Reduced To \$1100.00
Coupon Discount

Techs Hours Extended

12.63 1200.00

-1.05 -100.00

Labor Sub Total: 1100.00

Parts:

Part Num

Cond Description

List Ea. Price Ea. Qty Extended

N	Assembly Set	0.00	341.67	1.00	341.67
N	Int Filter	0.00	14.06	1.00	14.06
N	Ext Filter	0.00	15.95	1.00	15.95
N	Honda ATF Fluid	0.00	9.89	9.00	89.01
N	Exch Rebuilt Torque Converter	0.00	329.00	1.00	329.00
N	Valvebody Update Kit	0.00	186.89	1.00	186.89
N	Valvebody End Plug Kit	0.00	102.79	1.00	102.79
N	Overdrive Sprag	0.00	92.10	1.00	92.10
N	3rd Gear Retainer	0.00	14.52	1.00	14.52
N	3rd Gear Snap Ring	0.00	8.56	1.00	8.56
N	3rd Gear Return Spring	0.00	12.33	1.00	12.33
N	Linear Solenoid Assembly	0.00	216.99	1.00	216.99
N	Cooler Warmer Adaptor Kit	0.00	89.95	1.00	89.95
N	Aux Transmission Cooler	0.00	119.95	1.00	119.95

Parts Sub Total: 1633.77

Misc:

Description

The Transmission Shop Banner Rebuilt Transmission With a 36 Months Or 36000 Miles Local Warranty.

Sold Price Qty Extended

0.00 1.00 0.00

By signing this final invoice, I have authorized the repair work listed hereon, including any sublet work, to be done along with necessary materials. I have also authorized any increase in price and repairs over the original estimate that may be noted elsewhere on this invoice. Fees may have been charged for hazardous waste disposal. The Transmission Shop has explained the local warranty is for parts and labor. Towing is excluded. The warranty starts on the date of this invoice. Specific part(s) may have longer warranty period and may be noted elsewhere on this invoice. In the event a warranty issue occurs, the vehicle must be returned to The Transmission Shop for repairs. The Transmission Shop cannot be held liable for any additional costs outside of the original repairs. In the event it is necessary to retain an attorney to collect for the services and goods shown on this invoice, the repair facility will be entitled to a reasonable attorney fee in addition to its court cost. I acknowledge receipt of the vehicle in good condition and a copy of this Repair Order.

Parts: 1633.77

Labor: 1100.00

Sublets: 0.00

Misc: 0.00

Subtotal: 2733.77

Sales Tax: 122.53

TOTAL: 2856.30

Attn: Call this shop and talk to Aaron. He will explain to you that my repairs were necessary because the recall did not fix the problem.