

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

Subject: FW: TSB # 100102
Date: Thursday, September 06, 2012 11:07:23 AM

From: TIS, NHTSA (NHTSA)
Sent: Thursday, September 06, 2012 10:23 AM
Subject: FW: TSB # 100102

Sent: Wednesday, September 05, 2012 9:43 AM
To: TIS, NHTSA (NHTSA)
Subject: TSB # 100102

Good morning,

I own a 2002 Acura RSX which was diagnosed with a DRC code of P1077. The dealer followed the repair steps in order to correct the problem. They installed 17120-PPA-A01 Valve assembly. When I went to pick up the car, the light came back on and the dealer is order a second part, another valve. I was informed that the light may still come on and they have to follow certain diagnostic steps in order to get the engine light to turn off. My issue is, I have already spent \$240.11 on the first valve, with \$333.00 in labor. The 2nd valve is \$125.00 and I was advised its not a guaranteed fix. Is Acura aware that this is **unacceptable**. A customer has to spend over \$600 and perhaps more to diagnose this particular engine light code and fix it? Is there anything in the TSB that would help me resolve this case?

NAM
091112
TGW

Sincerely,

[REDACTED]