

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received APR 24 2013 14-MAR-2013	
				Repository ☐	
				Reference No. 10502792	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
SEATTLE		WA			
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			Make		Model
19UUA662X4A			ACURA		TL
Model Year			Engine:		Fuel Type:
2004			No: Cylinders		98 octane
Date Purchased		Dealer's Name and Telephone Number		Original Owner	
Aug. 12, 2007		Hinshaw's Acura 253-922-8830		☐	
Original Owner		Dealer's City		State	
		Fife WA.		WA	
Transmission Type		Antilock Brakes		Multiple Failure:	
Automatic		☒			
Powertrain		Cruise Control		Incident Date(s)	
		☒		14-DEC-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	
				80000	
				Failure Speed	
				0	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2004 ACURA TL. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO A MECHANIC FOR ROUTINE MAINTENANCE AND HE WAS INFORMED THAT THERE WAS A TRANSMISSION LEAK ON BOTH SIDES OF THE MOUNT. THE VEHICLE WAS TAKEN TO THE DEALER, WHO INSPECTED THE FAILURE AND ADVISED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 80,000.					
Please See attached Statement for Corrections & Details.					
					
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.					

To: National Highway Traffic Safety Administration
Filed Complaint Thursday March 14th, 2013
Claim Reference # 10502792

From: [REDACTED]
Seattle WA. [REDACTED]

To Whom It May Concern:

My name is [REDACTED] I called on Thursday, March 14th, 2013 to file a safety complaint regarding my Acura TL's transmission problem. I went to have a regular routine oil change at Greg's Japanese Auto located at South Center on December 15th, 2012.

The Service manager Eric put my car on the lift and came back to start my oil change service and he noticed transmission fluid on the workshop floor before he even got started. He had not seen my car leak before and he's worked on my Acura TL for about 5 years now. Eric also noticed that it was leaking from more than one spot. Eric also pulled up some research on Transmission Problems for Acura TL 2004 Models. Eric found a report showing higher than normal defects in material that could cause premature wear or failure in the Acura TL models Transmission. He suggested that I contact Acura Seattle and make an appointment to see where the leak is coming from and contact Acura America or Honda America and see about my current warranty and possible warranty extension due to the research found. I was very upset about this and started to worry about the possible dangers this can cause.

I contacted Acura America after the Holidays the week of January 7th, 2013 to check my current warranty I told the representative there was an extension on the warranty when I purchased the car at the Hinshaw Acura in Fife/Tacoma, WA dealership. The representative informed me that my warranty had expired last year August 2012. I asked if I could extend my warranty and they informed me they could not extend my warranty any further. They looked again and re-canted and said my warranty actually expired in 2011.

I explained the Transmission issue that was just found on my car in December 2012. I also asked about re-call information on Acura TL 2004 Transmissions. They asked for my vin # and informed me there was no transmission recall for my car. They suggested I have a diagnostic done by a certified Acura Technician to find out where the leaks are actually coming from and what the problem may be. I immediately made an appointment with Acura Seattle and scheduled it for Wednesday January 16th, 2013.

After the diagnostic was completed on January 16th, 2013, the report from the technician states there is leaking from both Sides of Diff. (Mount) an Axle is loose in Diff. (Mount). To resolve the transmission problem it needs to be fully replaced, not repaired. The coast for parts and labor would be about \$5,500. 00 up to \$6,500.00. The assistant Manager Luke; at Acura Seattle said he would call Acura America to advocate for me that this problem is not from normal wear and tear. He asked me what I want to have resolved when he speaks to Acura America.

I replied, please ask Acura America to consider helping me with at least 60% of the cost if they will not help with 100%. I can't afford to pay the full cost of a new Transmission. I made a \$30,000 investment in their product to keep my car for over 10 years, and I'm still making car payments. I also suggested that Acura America consider a Re-call on the 2004 TL Model Transmission. I gave the assistant manager the print-out of the research showing in 2005 there was a Safety Re-Call on the 2002, 2003, 2004 Acura CL & TL Models. The problems found was the Automatic Transmission 2nd gear; leaking and engine failure.

The Assistant Manager Luke at Acura Seattle contacted Acura America to advocate for me and to request a good will due to the findings not being from normal wear and tear. I'm unsure if he mentioned the re-call at all. Luke from Acura Seattle contacted me a couple of days later and informed me that Acura America would grant me good will for only \$800 of the total cost.

I purchased my car in August 12, 2007 at the Hinshaw Acura Dealership located in Fife/Tacoma Washington.

I've owned my car for almost 6 years now. There is no way a Transmission should be leaking like that

I contacted the Acura Client Relations Department again after filing this report to the National Highway Safety Administration. The outcome response was the same. They will only help out with \$800 of total coast.

I can still drive my car but for how long before something serious happens to my safety or to others on the road?

Please document and consider this report. There needs to be a re-call on the Transmissions of Acura TL 2004 models.

Thank you.

Sincerely [REDACTED]

April 5th 2013

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South Center MGR 1[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#)

Component Search:

Conversion Calculator

2004 Acura TL V6-3.2L[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Recall - Automatic Transmission 2nd Gear Inspection](#) ←**Recall - Automatic Transmission 2nd Gear Inspection**

04-020

April 8, 2005

Applies To:

2001-03 3.2CL (including Type S) - ALL

2000-03 3.2TL (including Type S) - ALL

2004 TL - From VIN 19UUA66.4A000001 thru 19UUA66.4A014224

Safety Recall: CL and TL Automatic Transmission 2nd Gear Inspection(Supersedes 04-020, Safety Recall CL and TL Automatic Transmission Second Gear Inspection, dated November 10, 2004)

Updated information is shown with black bars and asterisks.

BACKGROUND

Certain operating conditions can result in heat build-up between the countershaft and secondary shaft 2nd gears in the A/T. Without enough oil flow to dissipate heat, prolonged operation under these conditions can eventually result in decreased material strength. In higher mileage vehicles, this can result in gear tooth chipping or, in very rare cases, gear breakage.

In most cases, A/T noise will indicate a problem, however it is possible for the A/T to become locked without warning. A locked A/T could result in a crash.

CLIENT NOTIFICATION

All owners of affected vehicles will be sent a notification of this recall. There is a client letter example shown in this bulletin.

Not all vehicles within the VIN ranges are affected by this recall. Before starting work on a vehicle, make sure it is eligible by checking for one or more of these items:

- ^ The client has a notification letter.
- ^ The vehicle is listed on your campaign responsibility report.
- ^ The vehicle is noted as eligible when you do a VIN status inquiry on the interactive network (iN).

Besides checking these items, also check for a punch mark above the 12th character of the engine compartment VIN. A punch mark there means the A/T has already been inspected and repaired.

Some vehicles affected by this recall may be in your new or used vehicle inventory. According to federal law, these vehicles cannot be sold or leased until they are repaired. Before selling a vehicle, do a VIN status inquiry to check if it is affected by this recall.

CORRECTIVE ACTION

Do a VIN status inquiry on the iN. If there is a C to the right of S/B: 04-020 on the VIN STATUS INQUIRY screen, return the vehicle to your client. The vehicle has an updated, remanufactured A/T from a previous repair. These A/Ts have been internally modified to provide sufficient lubrication for 2nd gear. From the outside, they look the same as other remanufactured A/Ts. Doing a VIN status inquiry is the only way to tell if the A/T has this modification. If there is no C shown, do this corrective action based on the vehicle's mileage:

Vehicles with 15,000 miles or less:

Install an A/T Oil Jet Kit.

Vehicles with more than 15,000 miles:

Do a photographic inspection of 2nd gear:

- ^ Use the digital camera and camera mount in the A/T Gear Inspection Kit to take five clear photos of 2nd gear through the countershaft speed sensor hole.
- ^ Load your photos onto an iN workstation, then view them on the workstation monitor.
- ^ Compare the gear color in your photos with the gear colors in the Automatic Transmission Gear Inspection Guide packaged with the camera.
- ^ If you decide that the gear color in your photos matches condition level # 1 in the inspection guide, then install an A/T Oil Jet Kit.
- ^ If you decide that the gear color in your photos matches any condition level other than # 1 in the inspection guide, submit a completed A/T order form, with your digital photos attached, to the RPO Tech Line. They will either cancel your order and direct you to install an A/T Oil Jet Kit, or they will process your order so you can install a remanufactured A/T.
- ^ If you order a remanufactured A/T for a 3.2CL or 3.2TL, you may get an updated PCM and you may also get a new fuel pressure regulator (shipped

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OK

Conversion Calculator

2003 Acura 3.2TL V6-3.2L SOHC[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Campaign - Automatic Transmission Warranty Extension](#) ←**Campaign - Automatic Transmission Warranty Extension**

02-027

February 5, 2008

Applies To:

See VEHICLES AFFECTED

Warranty Extension:

3.2 TL and 3.2 CL Automatic Transmission (Supersedes 02-027, dated January 7, 2007, to update the information marked by asterisks)

BACKGROUND

In certain vehicles, a higher than normal number of A/Ts have defects in material or workmanship that could cause premature wear or failure. To ensure that clients have adequate warranty coverage, American Honda is increasing the warranty on the transmission and the torque converter to 93 months (7 years and 9 months) or 109,000 miles, whichever occurs first.

***NOTE** :Because of a different class action settlement unrelated to the A/T, the warranty extension coverage for A/Ts and torque converters on 2002-03 3.2CLs and 3.2TLs purchased or leased between April 13, 2002, and November 7, 2006, is now 93 months (7 years and 9 months) or 114,450 miles, whichever occurs first. For more information, refer to Service Bulletin 06-050, Warranty Extension: Vehicle Warranty Mileage.*

1999-02 3.2 TL: All

2003 3.2 TL (except Type S):
From VIN 19UUA5...3A000001
thru 19UUA5...3A0195562003 3.2 TL Type S:
From VIN 19UUA5...3A000001
thru 19UUA5...3A019061

2001-02 3.2 CL: All

2003 3.2 CL (all models):
From VIN 19UYA42..3A000001
thru 19UYA42..3A005203

[Zoom](#)[Sized for Print](#)**VEHICLES AFFECTED****CLIENT NOTIFICATION**

The court sent a notification to all potentially affected clients in August/September 2006. The mailed notification was sent to original registered purchasers, and it informed them of the terms of the proposed settlement. A notice of the approved settlement also appeared in national newspapers and news websites.

CORRECTIVE ACTION

If diagnosis indicates a problem with the torque converter or an internal A/T problem, replace the affected unit and the PCM.

NOTE : When you order a remanufactured A/T, you will also get an updated PCM (shipped separately) and you may get an updated fuel pressure regulator. Make sure you install these items as part of A/T replacement.

OP #	Description	FRT
218181	Replace the torque converter (includes draining the ATF through a paint strainer, as per S/B 90-009).	5.5
218180	Replace the A/T and the torque converter (includes draining the ATF through a paint strainer, as per S/B 90-009).	5.5
A	Replace the PCM.	0.4
B	Replace the PCM and the fuel pressure regulator.	0.5

[Zoom](#)[Sized for Print](#)**WARRANTY CLAIM INFORMATION**

Failed Part: Use the RM part number (from the repair order) without the RM
Example: 06200-PAX-A00

Defect Code: 5AT00

Symptom Code: L7300

Part used for repair: Use the RM part number (from the repair order)
Example: 06200-PAX-A00RM

Skill Level: Repair Technician

REPAIR PROCEDURE



Acura of Seattle at Southcenter

301 Baker Boulevard, Seattle, Washington 98188
4 3 3 - 1 0 0 0

CUSTOMER NO. 48155	ADVISOR LUKE	TAG NO. 60627	INVOICE DATE 01/16/13	INVOICE NO. ACCS257255
	LABOR RATE	LICENSE NO.	COLOR BLUE/	STOCK NO.
		MILEAGE 81,970	DELIVERY DATE	DELIVERY MILES
SEATTLE, WA	YEAR / MAKE / MODEL 04/ACURA/TL/3.2	VEHICLE I.D. NO. 1 9 U U A 6 6 2 X 4 A	SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 01/16/13	
BUSINESS PHONE	COMMENTS	MO: 81970		

LABOR & PARTS

CUSTOMER STATES THERE IS A FLUID LEAK COMING FROM THE TRANSMISSION. CUSTOMER IS SEEKING GOODWILL ASSISTANCE. CUSTOMER CONTACTED ACURA CLIENT SERVICES AND THEY RECOMMENDED SEEING AN ACURA DEALERSHIP FOR DIAGNOSTICS BEFORE A GOODWILL GESTURE CAN BE CONSIDERED. FOUND LEAK IS FROM BOTH SIDES OF DIFF. AXLE IS LOOSE IN DIFF. REPLACE THE TRANSMISSION TO RESOLVE.

JOB # 1 TOTAL LABOR & PARTS 60.00

ACURA OF SEATTLE CANNOT BE HELD RESPONSIBLE FOR NICKS, SCRATCHES OR ANY OTHER MARKS FOUND AFTER WASHING YOUR CAR

I UNDERSTAND THE ABOVE AND ELECT TO HAVE MY CAR WASHED.

X

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$60.00 (+TAX)

COMMENTS
WAIT FOR DIAG.

TOTALS

SERVICE HOURS M-F 7:30-6:00
SAT 8:00-5:00
SUN CLOSED

NEW VIP CAR WASH HOURS:
MONDAY THROUGH FRIDAY 12:00PM TO 4:00PM
FRIDAY 9:00AM TO 4:00PM
SATURDAY 9:00AM TO 2:00PM

WE OFFER FREE AIRPORT PARKING AND SHUTTLE WHILE YOUR VEHICLE IS GETTING SERVICED.

ACURA OF SEATTLE'S MISSION IS TO BECOME A PRECISION TEAM DEALERSHIP OF DISTINCTION. YOUR POSITIVE FEEDBACK CAN ASSIST THIS GOAL!!! THANK YOU.

CUSTOMER SIGNATURE

TERMS AND CONDITIONS

I hereby authorize the repair work along with the necessary materials, by my signature. I agree that Acura of Seattle will not be responsible for loss or damages to vehicles or articles left in vehicle in case of fire, theft or any other cause beyond their control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle described on the reverse side of this repair order to secure the amount of repairs thereto.

In the event it is necessary that Acura of Seattle commence suit to collect any sums due under this work order, Acura of Seattle will be entitled to judgment in addition to those sums, their costs, and reasonable attorney's fees. The customer further agrees that the venue of such action shall be in the Superior Court of the State of Washington for King County.

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. Acura of Seattle hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from Acura of Seattle any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

X

Make Your Next Service
Appointment With Us At:
www.acuraofseattle.com