

CL-16506099-8940

3/25/2013

Acura Client Services
1919 Torrance Blvd.
Torrance, CA 90501-2746

APR 07, 2013

To Whom It May Concern,

We have been Honda/Acura owners for over 20 years and currently own 2 Acura TL's. On March 4, I was on Interstate I-40 outside of Raleigh NC when my 2003 Acura TL started to accelerate on its own. In heavy rush hour traffic I was travelling about 70 mph and actually took my foot off the gas when the car began to accelerate by itself. I was quickly up to about 85mph, even though I was pumping the brakes as much as I could. After about 30 to 45 seconds of dodging cars and trying to keep from wrecking, I put the car in neutral and was able to come to a stop after a few more miles. Both of the front rotors were warped from braking.




What happened was the plastic bushing on the throttle cable had broken and wedged the throttle plate open. Basically, the engine was running wide open. Thankfully I had the wherewithal to put the car in neutral. Had my wife or daughter been driving, which they often do, they would not have known what to do and there would have most likely been a fatality.

Attached please find a photograph of the broken throttle body assembly, along with the box showing the new Honda part that has been installed. Obviously this is more than just a broken piece of equipment, it is a safety issue that involves the failure of a key component of the car. I am fully aware this is an older model Acura, but it only has 80,000 miles and is in excellent shape otherwise.

Because of the safety issue involved here, we wanted to make you aware of this occurrence. Also, because of the potential for fatality, we are requesting at least a reimbursement for our cost to repair the vehicle.

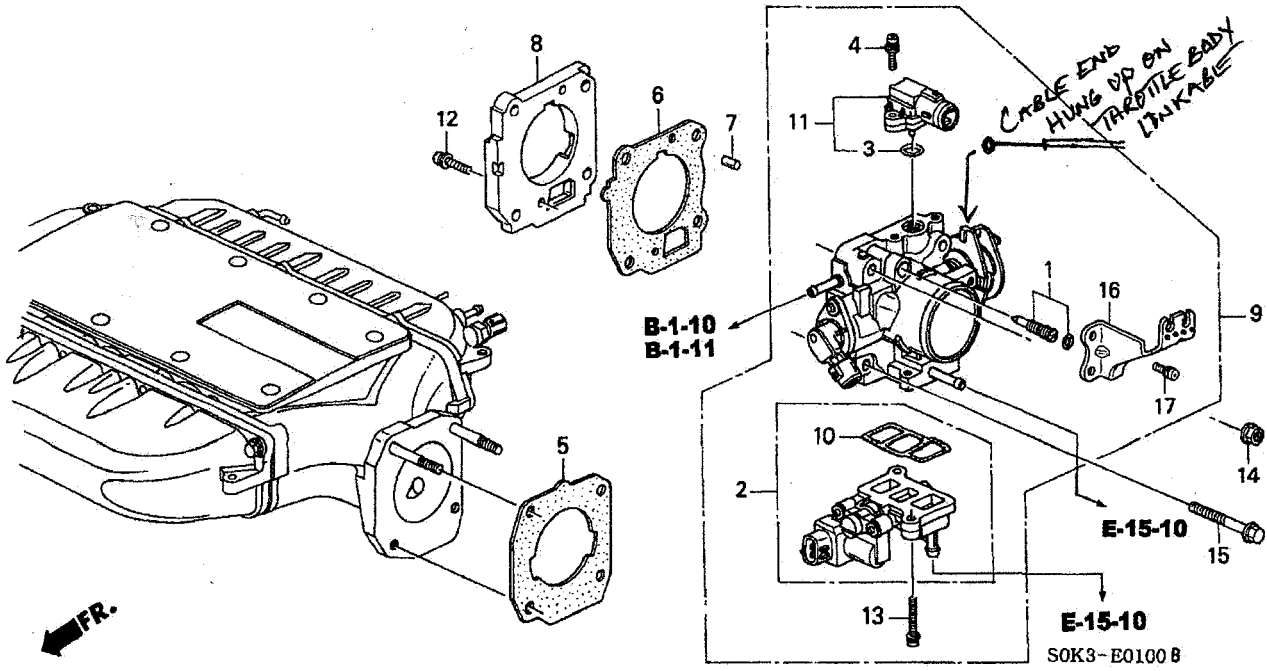
Your attention to this matter is appreciated.

Best Regards,


Greensboro, NC 


cc:
Acura Zone Office, Alpharetta, Ga
NHTSA, Washington, DC

NAM
4213
SMD



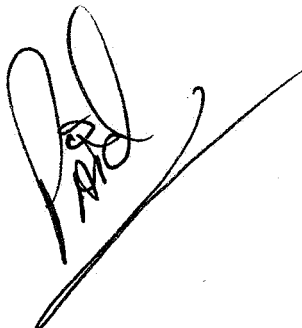
BLOCK ID: E 01 ILLUSTRATION: SOK3E0100B

TRIAD AUTO SPECIALTY, INC
7208 CESSNA DRIVE
GREENSBORO, NC 27409
336-393-0220
WWW.NOT-THE-DEALER.COM

Repair Order #1219769
Date : 3/7/2013
Page : 1
Center : 1

| | |
|--|---|
| Customer : [REDACTED] Address : [REDACTED] City : GREENSBORO, NC [REDACTED] Phone 1 : [REDACTED] Ext : HOME Phone 2 : [REDACTED] Ext : CELL | Vehicle : 2003 ACUR TL 3.2 (EXC. TYPE-S) License : [REDACTED] Colr : SILVER VIN : 19UUA56673A [REDACTED] Engine : [REDACTED] Trans : AUTO Mileage : 80612 Type : 4A |
|--|---|

| Op | Tech | Description | Labor | Parts | Subtotal |
|--------|-------------|--|------------------------|--------|----------|
| Quan | Part Number | Part Description | Reason for Replacement | Price | |
| CK 0 | 21 | TOWED FROM RALEIGH | 0.00 | | |
| 0010 | 21 | | 0.00 | | |
| CK 10 | 21 | CHECK CAR ACCELERATED TO 90 MPH AND COULD NOT STOP CAR WITH THE BRAKES. PLACED INTO NEUTRAL AND STILL HAD A HARD TIME STOPPING (BRAKES MAY BE BURNED) FOUND PLASTIC BUSHING HAD BROKEN AND WEDGED THE THROTTLE PLATE OPEN. REPLACE THROTTLE BODY ASSY. | 150.00 | 460.46 | 610.46 |
| | 1.00 | 16410-P8E-A02 THROTTLE BODY ASSY | | 457.23 | |
| | 1.00 | 16176-P8F-A01 THROTTLE GASKET | | 3.23 | |
| 0010 | 21 | | 0.00 | | |
| BRA0 | 21 | REPLACE BOTH FRONT ROTORS (WARPED AND HAD BEEN VERY HOT, PADS LOOK TO BE OK) | 100.00 | 226.66 | 326.66 |
| | 2.00 | 45251-S0X-000 FRT BRAKE ROTOR | | 226.66 | |
| 9990 | 21 | | 0.00 | | |
| 999001 | 21 | We offer to you a "FREE OIL CHANGE" for every new customer you send to us. This is our way of saying THANK YOU for every referred Honda or Acura owner. Your referral is how 97% of all new customers find out about us. Just ask them to let us know you sent them. Be sure we have your correct address. | 0.00 | | |

| | | | | | |
|---|----------------|--------|----------------|--------|----------------|
| OK Bad | Recommendation | OK Bad | Recommendation | OK Bad | Recommendation |
|  | | | | | |

***** WINNER OF 'THE PIEDMONT BUSINESS ETHICS AWARD 2011' *****

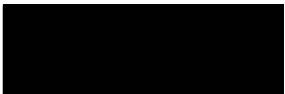
* THE ONLY INDEPENDENT Honda-Acura VEHICLE REPAIR FACILITY IN THE TRIAD to win the 'Yes Weekly Best Of 2010 and 2011' 'Best Auto Repair Shop' Winner of ANGIES LIST 'Super Service Award' for 2010, 2011, 2012 THE 'GO TRIAD' READERS CHOICE 'BEST AUTO REPAIR SHOP' AWARD

* TRIAD AUTO OFFERS YOU OUR IN-HOUSE WARRANTY OF 12 MONTHS OR 12,000 MILES WITH EVERY JOB PERFORMED, EXCEPT WHEN USED PARTS ARE INVOLVED. CHECK OUT OUR WEB SITE AT WWW.NOT-THE-DEALER.COM

***** 35 YEARS - 1978 TO 2013 - OF SERVICE *****

| | |
|--------------|--------------------|
| Labor : | \$250.00 |
| Parts : | \$687.12 |
| Sublet : | \$0.00 |
| Other Fees : | \$0.00 |
| Shop/Enviro | \$15.46 |
| Subtotal : | \$952.58 |
| Sales Tax : | \$49.18 |
| Paid By : | Total : \$1,001.76 |
| Pay Ref : | Paid : \$0.00 |
| | Due : \$1,001.76 |





GSO NC



GREENSBORO NC 274
FEDMONT TRIAD AREA
25 MAR 2013 PM 3 L



NHTSA
US DEPT. OF TRANSPORTATION
WASHINGTON DC 20590

20590

