

CL-10532518-4352

JUL 24 2013

7/15/13

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

To Whom It May Concern,

Please find enclosed a letter that I have written to the Service Department of the dealership from which I purchased my car.

I have a concern as noted in the letter to them that I would like resolved. Any assistance that you can provide in helping me achieve a satisfactory resolution would be appreciated.

Sincerely,

[REDACTED]

Kansas City, Mo

[REDACTED]

home number
work number
cell number

NAM
72613
SMD

July 15, 2013

Regarding: Acura 2002 TL 3.2

VIN#19UUA56702A [REDACTED]

Recall ID #62652

Miles approx. 70500

To Whom It May Concern:

Thank you for your satisfaction survey regarding my recent visit.

I am not completely satisfied. In fact, I am more worried and apprehensive of driving my vehicle than I was before I brought it in for service.

I believe that I purchased one of the few Acura's that had a defect in the material and/or workmanship of the transmission that went undetected when replacing the "oil cooler return line" during the recall in 2004.

I believe the damage was already done to the transmission and in my case; the "discoloration" of the line because of overheating had not occurred or went unnoticed. Subsequently, only the line was replaced and the transmission was not further inspected.

According to the information, the damage, if not corrected, would occur approximately 65000 miles. I have 70000 miles. The recall, I'm sure you already know, read in part, "Certain operating conditions can result in heat build-up between the countershaft and secondary shaft second gears in the automatic transmission, eventually leading to gear tooth chipping or gear breakage." The "metal shavings" that your service technician found in the transmission fluid were actually from the tooth chipping or gear breakage.

It would seem to me that flushing and changing the transmission fluid would act only as a temporary fix or "band aid" to the problem and several miles down the road, the same problem will occur. I'm not a mechanic, but it seems to me that there is an internal problem.

I brought my vehicle in for service because the "D5" light was flashing, the TCS lights were on and the check engine light was on. I experienced "hard shifts" after first gear(usually first to second, and then one last shift into third) upon take off from a stop, and while increasing speed on incline of a freeway entrance ramp.

I am disappointed. Acura has a reputation for longevity, dependability and low maintenance. Yes, my car old in years, but it has been well maintained and has only 70500 miles.

Thank you for your consideration.

You may contact me for more information. [REDACTED] home after 6:00 p.m., [REDACTED]
[REDACTED]-work hours 7:00 a.m. -5:30 p.m., cell phone [REDACTED]

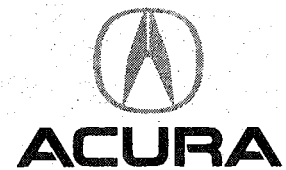
Sincerely,

[REDACTED]

Kansas City, Mo. [REDACTED]



HENDRICK ACURA
OVERLAND PARK
7727 FRONTAGE ROAD
OVERLAND PARK, KS. 66204



CELL: [REDACTED]

CUSTOMER NO.	42696	ADVISOR	BRENDA CANTOLLA	391	TAG NO.	448	INVOICE DATE	07/10/13	INVOICE NO.	ACCS146186
[REDACTED]		LABOR RATE	[REDACTED]		LICENSE NO.	[REDACTED]		STOCK NO.	[REDACTED]	
KANSAS CITY, MO		YEAR / MAKE / MODEL	02/ACURA/TL/4DR SDN 3.2 W/N				COLOR	GRAY/	[REDACTED]	
[REDACTED]		VEHICLE I.D. NO.	19UUA56702A				DELIVERY DATE	04/16/10	DELIVERY MILES	44,413
[REDACTED]		F.T.E. NO.	[REDACTED]		P.O. NO.	[REDACTED]		SELLING DEALER NO.	[REDACTED]	
[REDACTED]		BUSINESS PHONE	[REDACTED]		COMMENTS	[REDACTED]		R.O. DATE	07/08/13	

MO: 70490

LABOR & PARTS					
# 1	DIACZAD	COMPLIMENTARY INSP	TECH(S): 371 379	0.00	
COMPLIMENTARY MULTI-POINT INSPECTION					
BATTERY CHECK					
BRAKE INSPECTION					
TIRE INSPECTION					
VISIBILITY INSPECTION					
MULTI POINT INSPECTION ATTACHED					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----				UNIT PRICE-	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

# 2	35ACZ	TRANSMISSION	TECH(S): 320	113.61	
CUSTOMER STATES. TRANSMISSION SHIFTS HARD WHEN COLD. TRANSMISSION SHIFTS HARD WHEN HOT. 1-2 GEAR 2ND TO 3RD - CHECK ENGINE LIGHT IS ON AND D5 LIGHT WAS ON - SLAMMING INTO GEAR					
CLEAR DTC MESSAGES - TEST DROVE					
DID NOT GET TRANSMISSION TO ACT UP - FLUID DOES LOOK VERY WEAK - RECOMMEND TRANSMISSION FLUID FLUSH (3 TIMES) AND TEST DRIVE AGAIN					
PERFORM TRANSMISSION FLUID SYSTEM FLUSH					
CHECK SCREEN FOR METAL DEBRIS - DID FIND METAL SHAVINGS ON 2 OF THE 3 FLUID FLUSHES - 3RD TIME CLEAR					
TEST DROVE - NO SLIPPING/SLAMMING INTO GEAR					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----				UNIT PRICE-	
JOB # 2	9	08200-9008A	FLUID (ATF DW-1)	8.23	74.07
JOB # 2	1	90471-PX4-000	WASHER, DRAIN (18	2.27	2.27
				JOB # 2 TOTAL PARTS	76.34
				JOB # 2 TOTAL LABOR & PARTS	189.95

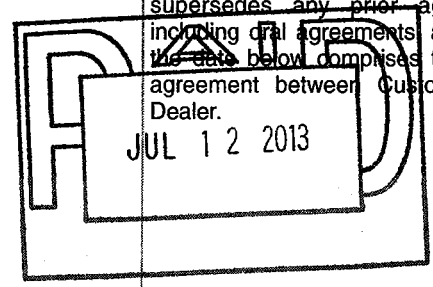
As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (*either personally, via text messages or with prerecorded telemarketing messages*) at the telephone numbers (which may include *wireless phone numbers*), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

MISC-----CODE-----DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS SERVICE CHARGES	12.50
TOTAL - MISC		12.50

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$220.00 (+TAX)
COMMENTS-----
TOW IN - BETWEEN 10-2

Customer agrees that this Agreement includes all of the terms and conditions on the **front and back side hereof**, that this Agreement cancels and supersedes any prior agreement including oral agreements and as of the date below comprises the entire agreement between Customer and Dealer.



05/02/2013 09:12 AM

October 2002Dear 3.2TL and 3.2CL Owners:

American Honda is announcing a warranty extension for the automatic transmission on all 2000-02 3.2TLs, all 2001-02 3.2CLs, and some 2003 3.2TLs and 3.2CLs. The automatic transmission and torque converter are now covered for a total of 7 years or 100,000 miles, whichever occurs first, from the date of original sale. We are providing this warranty extension because a higher than normal number of automatic transmissions in certain vehicles may have problems due to defects in material or workmanship beyond the 4-year, 50,000-mile new vehicle limited warranty.

How do I know if there is a problem with my vehicle's automatic transmission?

If you think your vehicle has a transmission problem, refer to the operating characteristics below. Understanding these characteristics can help you decide if you need to call your Acura dealer.

These characteristics are normal; they should not require you to call your Acura dealer.

- *Quick downshifts.* The transmission has a computerized control system called grade logic. When going down a hill, even a light touch of the brake pedal can cause grade logic to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
- *Does not always shift through the full range of gears.* This can also be caused by the grade logic system keeping the transmission in the optimum gear for different driving conditions.
- *Mechanical noise when selecting a forward or reverse gear.* It's normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are down and you are parked next to a wall or another vehicle.
- *Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released).* This can occur on most Acura-made vehicles. It is one of the measures used to improve fuel economy.
- *Hard shifts before the engine warms up.* By design, the transmission shifts a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.

These characteristics are not normal; if you experience any of them, call your Acura dealer.

- While driving, the D5 indicator on the instrument panel flashes.

Our records show that you are the current owner or lessee of a 2001-03 3.2CL, 2000-03 3.2TL, or 2004 TL involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.

Acura Automobile Division



- An abnormally loud noise from the transmission.
- Extremely slow or delayed gear engagement, upshifts, or downshifts.
- Abnormal gear slippage during upshifts or downshifts.
- Erratic or excessively harsh shifting.
- Automatic transmission fluid (ATF) leaks.

In the next few weeks, owners of potentially affected vehicles will be sent a copy of this letter along with reimbursement instructions in case they previously paid to have the transmission repaired or replaced.

It's important to maintain your vehicle's transmission according to the maintenance schedule in your owner's manual. Not maintaining the transmission properly can void the warranty coverage.

Thank you for your understanding and cooperation in this matter.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Acura Automobile Division

KCM

KANSAS CITY 640

15 JUL 2013 PM 5.3



Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Ave, S.E.
Washington, DC
20590

20590

