



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

November 13, 2013

[REDACTED]
Kansas City, MO [REDACTED]

NVS-216 am
Ref. No. 10532518

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Acura TL. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you have concerns regarding the performance of your MY 2002 Acura TL's automatic transmission after having it recently repaired by a dealer for a shifting problem. You state that the oil cooler line was replaced under a 2004 recall. However, you allege that the dealer did not further inspect the condition of the transmission while conducting the recall remedy. You believe this oversight has led to your current transmission problem. Also, you are concerned that the dealer only flushed and changed the fluid and did not address internal transmission problems.

We are aware of the recall (NHTSA Safety Recall Campaign No. 04V-0176) that addresses a transmission overheating problem by either installing an oil jet kit or replacing the transmission in certain MY 2000 through MY 2004 Acura TL vehicles. Also, we are aware of the Automatic Transmission Warranty Extension (Bulletin No. 06-505) that you included which has been enhanced to 93 months/114,450 miles, whichever occurs first.

According to the repair order you provided the dealer could not duplicate the transmission shifting problem, but found that the fluid needed to be changed. Also, the dealer did not report that the problem you experienced was related to the recall that was completed on your vehicle in 2004, which was 9 years ago. While we cannot guarantee the success of the recall remedy installed in your vehicle in 2004 by a dealer, we do not have any reason to believe that the corrective action submitted by the manufacturer will not work. We recommend that you contact Acura or continue to work with your dealer for any unresolved matters concerning your vehicle's transmission.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement