



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

November 27, 2013

1200 New Jersey Avenue, SE
Washington, DC 20590

[REDACTED]
Charlottesville, VA [REDACTED]

NVS-216 am
Ref. No. 10535603

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2006 Acura RSX. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation 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 are dissatisfied with the way Acura and Honda dealers are handling the recall (NHTSA Safety Recall Campaign No.13V-246) of your MY 2006 Acura RSX vehicle. You state that it is not convenient to take your vehicle to your purchasing dealer in Richmond during the week due to the distance from your home in Charlottesville. A local Honda dealership offered to complete the recall repair only if you agreed to have your vehicle serviced by them in the future. Furthermore, Acura Client Relations told you it would be impossible to have the recall repair done at an independent shop. You received a copy of the repair procedure and will have an independent shop perform the recall at your expense. You feel you have been treated unfairly and want to report this problem to NHTSA.

We sympathize with you regarding the local Honda dealer's lack of customer service and declining to perform the recall remedy. However, providing assistance in scheduling recalls with dealers does not fall under our jurisdiction. We recommend that you continue to work with Honda/Acura so that they may intervene on your behalf and convince the local Honda dealer to perform the recall. Although inconvenient, you can make an appointment with the Acura dealer in Richmond and arrange to use a loaner vehicle. Furthermore, if you paid to have an independent shop perform the recall because the local Honda dealer declined, you may be entitled to a reimbursement and should contact Acura Client Relations at 1-800-382-2238.

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