



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)

December 2, 2013

[REDACTED]
Bayside, NY [REDACTED]

NVS-216 nlm
Re. No. 10550215

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 received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 when you released the accelerator pedal in your MY 2002 Acura TL the vehicle continued to accelerate. You managed to pull off the road and stop the vehicle, but the engine was stuck at full throttle. Also, when you restarted the vehicle the engine remained stuck in full throttle. The vehicle was towed to a dealer who determined that the throttle was mechanically stuck wide open and required replacement. You are concerned that the throttle body will be a systematic problem as your vehicle ages. Therefore, you believe Acura should investigate this problem and consider recalling MY 2002 Acura TL vehicles. In addition, you are requesting reimbursement for the cost of having the throttle assembly replaced.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to throttle assembly problems in MY 2002 Acura TL vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation or to initiate a recall. However, the information you provided has been entered into

our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend that you continue to work with Acura and a local dealer for further assistance.

Your request to be reimbursed for the throttle assembly replacement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or ask your dealership for a meeting with an Acura district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters, defects, paint, fraud or deception, warranty, dealership problems and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can 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 on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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