



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-JAN-2016

Repository ☐

Reference No.
10818345

OWNER INFORMATION (Type or Print)

Name

Address

City AURORA

State CO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit vehicle identification Number located at bottom of windshield on driver's side

2HNYD18252H

Make

ACURA

Model

MDX

Model Year

2002

Date Purchased

12-01-2014

Dealer's Name and Telephone Number

MICHAEL AUTO SALES LLC

303-321-3366

Engine:

No: Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

DENVER

State

CO

Zip Code

80220

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FAILED MULTIPLE TIMES

Multiple Failure:

Incident Date(s)

14-DEC-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
122000

Failure Speed
TOWED IN -
UNDRIVEABLE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2002 ACURA MDX. WHILE OPERATING THE VEHICLE, THE TRANSMISSION SUDDENLY MALFUNCTIONED AND THE VEHICLE WOULD NOT DRIVE FORWARD OR ACCELERATE. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT INDICATED THAT THE TRANSMISSION WAS PREVIOUSLY REPLACED FOR THE SAME FAILURE AT 59,000 MILES. THE FAILURE MILEAGE WAS 122,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

TRANSMISSION WOULD SUDDENLY SLIP OUT OF GEAR
WITHOUT WARNING (SEE ENCLOSED LETTER FOR
DETAILED DESCRIPTION)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

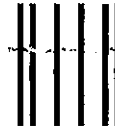
Official Business
Penalty for Private Use \$300

DENVER

101812

18 APR '15

PM 15 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, NVS-210-NEF-100

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

4-17-16

This letter is being included with all of the other documentation to clearly illustrate the extreme danger that is inherent in the Acura 2002 MDX transmission. I have also done research and found that many unsuspecting drivers had their drivetrain lock-up at high speed. Acura has not fixed the recall problem as the included documents clearly show. When the transmission on our vehicle failed at 59,000 miles, Acura is documented as replacing the transmission. The problem is that obviously they replaced it with the same problematic unit that originally came with the vehicle. At 120,000 miles the second transmission failed and the car was deemed to be undriveable.

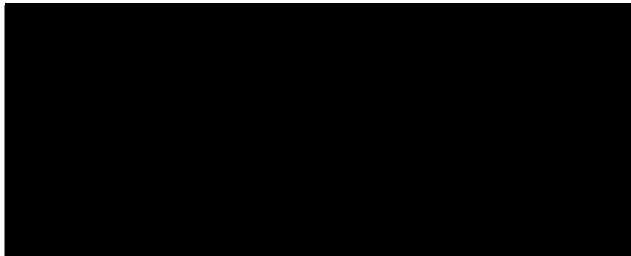
Unknowingly, my wife and I purchased the Acura from a local dealer. The very next day the transmission malfunctioned and my wife was almost hit by a bus. She immediately called the dealer and they charged her another \$140.00 and told her that the differential fluid was low and that was the problem which was now "fixed". The transmission acted up again and nearly got me into accidents on two separate occasions. After the second time it happened to me (making the total at least three near collisions due to car defect) I told my wife that the car was an endangerment and could no longer be driven. It was that evening that I looked up our model and year Acura only to find slews of customer complaints on

[REDACTED] Acura was totally uncooperative in doing "the right thing" by installing the transmission which they had developed to permanently fix all future drivetrain "issues". Instead, we had to pay \$5029.47 to them even though they were in possession of all documentation illustrating that they had never complied in the recall against their company for this serious defect (they put on a bandaid that failed again).

For this reason as well as for the many drivers who are at great risk of injury or death, I am imploring your agency to re-open this recall. It is innocent people like myself and my wife who will suffer if this does not happen. I believe that we should be reimbursed in full for having to replace a defective transmission for the third time at 120,000 miles. The dealer who sold us the vehicle may have had knowledge of the issue, and Acura certainly had full knowledge and needs to be held accountable.

Thank you in advance for your help in resolving this matter.

Respectfully,



RO No: [REDACTED] Opened: 15AUG09 Closed: 31AUG09 Mileage: 59299
 Line Code: A Booker: 111 Comeback: N
 Complaint: 100 CUST STATES TRANSMISSION IS SLIPPING. PLEASE ADVISE. VEHICLE W
 Cause: AUTH CODES 813D JH

SA	TECH	TYPE	OPCODE	CB-RO	DESCRIPTION
36	26	CA	100		[REDACTED] REPLACE TRANS WITH FACTORY REMAN
					N
36	26	WA3	100	984.76	LABOR\$ 313.60 MISC\$ 0.00
					[REDACTED] REPLACE TRANS WITH FACTORY REMA
					N
36	26	CA	100	1460.41	LABOR\$ 462.00 MISC\$ 0.00
					-B- CHECK ALIGNMENT
36	26	WA3	100	0.00	LABOR\$ 17.92 MISC\$ 0.00
					-B- CHECK ALIGNMENT
36	26	CA	100	0.00	LABOR\$ 26.40 MISC\$ 0.00
					-K- CLEAN RADIATOR COOLER LINES
36	26	WA3	100	0.00	LABOR\$ 13.44 MISC\$ 0.00
					-K- CLEAN RADIATOR COOLER LINES
36	26	CA	100	0.00	LABOR\$ 19.80 MISC\$ 0.00
					121100 REPLACE PCM
				286.69	LABOR\$ 17.92 MISC\$ 0.00

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

Vehicle Search		Unit	Exit
Customer/Vehicle Information VEHID 2H [REDACTED] (OWNER) CUSTOMER [REDACTED] AURORA CO [REDACTED] HOME PHONE N/A BUS. PHONE N/A CELL PHONE [REDACTED] PAGER N/A E-MAIL [REDACTED] DLR LOYALTY 02 ACURA MDX [REDACTED] SERIAL NO. 2HNYD18252H [REDACTED] DELV. DATE 03MAY05 IN SERVICE 03MAY05 WAR.EXP.DATE [REDACTED] LICENSE NO. [REDACTED] UNIT N/A [REDACTED] SA [REDACTED] STOCK # [REDACTED]			
Command Window Command? (Enter, *, N, VEH, CUST, ?) : [REDACTED] OK			
F1-Help			

PREVIOUS
OWNER

MILE HIGH ACURA

INVOICE

2799 SOUTH HAVANA STREET
DENVER, COLORADO 80014
(303) 369-7800
www.autotree.com

Just South of Parker Road on Havana Street

PAGE 1

INVOICE

65 BRITTNEY WATERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BK	02	ACURA MDX	2HNYD18252H		120326/120329	T1521
DEL DATE	PROD. DATE	WARR. EXP.	EXPECTED COMPLETION DATE	PO NO.	RATE	PAYMENT
03MAY05 DD			17:00 18SEP14		VARIABLE 0.00	VISA
DATE VEHICLE RECEIVED FOR REPAIR	READY	OPTIONS:	STK:	DLR:		INV. DATE
12:03 15SEP14	17:35 20SEP14					20SEP14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A WHEN ACCELERATING FROM A STOP CAR WILL NOT MOVE. CUSTOMER WILL PUT IT INTO A LOWER GEAR AND THEN IT WILL MOVE-CHECK AND ADVISE							
CHECK DIAGNOSIS							

62 AKHMEDOV, SEID LIC#: 457707

CA 0.50

62.00 62.00

PARTS: 0.00 LABOR: 62.00 OTHER: 0.00 TOTAL LINE A: 62.00

120329 TESTED AUTO TRANSM SYSTEM AND FOUND CODE P1739 3RD PRESSURE

SWITCH FAILURE. RECOMMENDED REPLACED AUTO TRANSM ASSY

B** CAR IS SLOW TO START-CHECK AND ADVISE

100 *

62 AKHMEDOV, SEID LIC#: 457707

CA 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

120329 NEED TO START WITH REPLACING BATTERY SAVERS

EST: 62.00

15SEP14 12:03 SA: 65

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: 100 LKQ TRANSMISSION REPLACEMENT 11.0 W/REAR MAIN SEAL

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: [REDACTED]

COMMENTS: ESTIMATE

RECOMMENDED BY: 62 AKHMEDOV

DENIAL ADDED BY: 65

WATERS

LINE ASSOCIATED:

ESTIMATE: 3947.09

DESCRIPTION: 100 BATTERY CABLE SAVER

REASON DENIED: LAT Customer will have work performed later

PERSON CONTACTED: [REDACTED]

COMMENTS: ESTIMATE

RECOMMENDED BY: 62 AKHMEDOV

DENIAL ADDED BY: 65

WATERS

LINE ASSOCIATED:

ESTIMATE: 20.00



WE ARE ENVIRONMENTALLY
ACTIVE BY RECLAIMING
AND RECYCLING EVERYTHING
THAT CAN BE RECYCLED.

WE CARE
AND WE WANT IT TO SHOW

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE APPROVAL OF
THE ABOVE ESTIMATE AND ACCEPT RECEIPT OF MY VEHICLE:

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL CHGS.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

NEW TRANSMISSION WE
HAD TO PAY TO PUT IN

MILE HIGH ACURA

CUSTOMER #: [REDACTED]

INVOICE

2799 SOUTH HAVANA STREET
DENVER, COLORADO 80014
(303) 369-7800
www.autotree.com
Just South of Parker Road on Havana Street

DUPLICATE 1
PAGE 1

AURORA, CO [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

INVOICE

65 BRITTNEY WATERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BK	02	ACURA MDX	2HNYD18252H		123767/123772	T9570	
DEL DATE	PROD. DATE	WARR. EXP.	EXPECTED COMPLETION DATE	PO NO.	RATE	PAYMENT	INV. DATE
03MAY05 DD			17:00 13JAN16		VARIABLE 0.00	CASH	16JAN16

16:42 22DEC15 08:08 16JAN16

LINE OPCODE TECH TYPE HOURS

A AFTER DRIVING CAR WILL NOT SHIFT-CHECK AND ADVISE

LIST NET TOTAL

100 *

62 AKHMEDOV, SEID LIC#: 457707

CA 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B For your convenience a voucher will be supplied for a car wash from AUTAWASH for you. Thank you for helping us conserve water and the environment!

CW For your convenience a voucher will be supplied for a car wash from AUTAWASH for you. Thank you for helping us conserve water and the environment!

62 AKHMEDOV, SEID LIC#: 457707

CA 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** CUSTOMER APPROVED REPLACEMENT OF TRANSMISSION-LKQ 3 YEAR WARRANTY

100 *

62 AKHMEDOV, SEID LIC#: 457707

CA 12.50

1488.00 1488.00

1 227623 REMAN TRANSMISSION

3200.00 3200.00 3200.00

6 08200-9008A FLUID (ATF DW-1)

8.30 8.30 49.80

PARTS: 3249.80 LABOR: 1488.00 OTHER: 0.00 TOTAL LINE C: 4737.80

123772 REPLACED AUTO TRANSM ASSY AND AUTO TRANSM FLUID. INSPECTED

REAR MAIN SEAL IS OK AT THIS TIME TEST DROVE CAR SHIFTING OK NO LEAK

D** 1ST FREE OIL AND FILTER CHANGE SERVICE WITH PUNCH CARD

1STPADLOFA 1ST FREE OIL AND FILTER CHANGE SERVICE WITH PUNCH CARD

62 AKHMEDOV, SEID LIC#: 457707

CA 0.30

6.36 6.36

1 15400-PLM-A02 FILTER, OIL

7.30 4.38 4.38

1 94109-14000 WASHER, DRAIN (14MM)

0.40 0.24 0.24



WE ARE ENVIRONMENTALLY
ACTIVE BY RECLAIMING
AND RECYCLING EVERYTHING
THAT CAN BE RECYCLED.

WE CARE
AND WE WANT IT TO SHOW

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE APPROVAL OF
THE ABOVE ESTIMATE AND ACCEPT RECEIPT OF MY VEHICLE:

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL CHGS.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER COPY

MILE HIGH ACURA

CUSTOMER #: [REDACTED]

INVOICE



2799 SOUTH HAVANA STREET
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(303) 369-7800
www.autotree.com

Just South of Parker Road on Havana Street

DUPLICATE 1
PAGE 2

AURORA, CO [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

INVOICE

65 BRITTNEY WATERS

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
BK	02	ACURA MDX		2HNYD18252H		123767/123772		T9570
DEL DATE	PROD. DATE	WARR. EXP.	EXPECTED COMPLETION DATE		PO NO.	RATE	PAYMENT	INV. DATE
03MAY05 DD			17:00 13JAN16			VARIABLE 0.00	CASH	16JAN16

DATE VEHICLE RECEIVED FOR REPAIR: [REDACTED] READY: [REDACTED]
16:42 22DEC15 08:08 16JAN16

OPTIONS: STK: [REDACTED] DLR: [REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
5	117211	5W30	OIL		3.13	1.67	8.35
PADA 1st/5th Oil Change Service Free with Punch Card. Acura CLOP							
PARTS:	12.97	LABOR:	6.36	OTHER:	-19.33	TOTAL LINE D:	0.00
123772 OIL AND FILTER CHANGED TOPPED OFF FLUID RESET MAINT LIGHT SET TIRES 35PSI							

EST: 5,300.00 30DEC15 13:56 SA: 65

CONTACT:

CUSTOMER PAY ENVIRO FEE FOR REPAIR ORDER

40.00

THANK YOU FOR YOUR BUSINESS! YOUR COMPLETE
SATISFACTION IS OUR NUMBER 1 PRIORITY.
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL DAVID MELTZER@303-743-5132 IMMEDIATELY.



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DESCRIPTION	TOTALS
LABOR AMOUNT	1494.36
PARTS AMOUNT	3262.77
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL CHGS.	40.00
TOTAL CHARGES	4797.13
LESS INSURANCE	19.33
SALES TAX	251.67
PLEASE PAY THIS AMOUNT	5029.47

CUSTOMER SIGNATURE

CUSTOMER COPY

- 2300.00
5779.47