

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

Billings MT.

DEC 29 2016

ADMINISTRATOR,

I DO BELIEVE THAT AMERICAN HONDA &
THE DEALER IN BILLINGS MT. HAVE LET
ME DOWN IN A VERY POOR MANNER OF PLAYING
FAST & LOOSE WITH MY SAFETY & OF
COURSE MY FAMILY.

I WILL ENCLOSE A COPY OF MY
SAFETY RECALL (SINCE MARCH 2016) I HAVE
CALLED REPEATIVE TIMES TO NO AVAIL.

I HAVE MADE SEVERAL 2,000 MILE TRIPS
SINCE THIS RECALL & HELD MY BREATH
ON SEVERAL CLOSE CALLS.

I SPOKE TO THE DEALERS REP. ON
MORE THEN ONE OCCASION, & WAS MORE
OR LESS JUST BLOWN OFF.

SINCE THEY (HONDA) CAN'T GET THEIR
STUFF TOGETHER. I WOULD LIKE TO
HAVE A REFUND OF MY \$30,000 DOLLARS.

I SURE DIDN'T PUT ANY RESTRICTIONS
ON THEM TAKING MY MONEY & OR ASK
THEM TO RISK THEIR LIFE EVERY TIME
YOU BACK OUT OF YOUR GARAGE.

LOCAL DEALER IS UNDERRIVER MOTORS BILLINGS

THANK YOU VERY MUCH.



ACURA

AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

(March 2016)

CASE # [REDACTED]

HANNAH

KEN...
ENTERPRISE

around JUNE 7TH
1ST CALL TO UNDERK.

NHTSA Recall 16V-061
ABBIE

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 19UUA9F52CA [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Acura has decided that a defect which relates to motor vehicle safety exists in certain 2009-2014 model year TL vehicles.

The defect in these vehicles could kill or injure you or other people in your vehicle.

Specifically, in some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture (break apart) and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

What should you do?

The remedy parts needed to conduct airbag inflator replacements will become available in the Summer of 2016. Acura will send you another letter when parts become available to repair your vehicle.

Until parts become available for repairs, please feel free to discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Acura's Client Relations (at the number listed below) to address your needs and concerns.

If you have questions or concerns, we encourage you to visit www.recalls.acura.com or to call Acura Client Relations at 1-800-382-2238, option 4.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Relations
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

You can also call the toll free Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

What to do if you feel this notice is in error?

Registration records indicate that you are the current owner or lessee of a 2009-2014 Acura TL involved in this recall. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

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 locating an Acura dealer, please call Acura Client Relations at 1-800-382-2238, and select option 4. U.S. clients can also locate a dealer online at www.myAcura.com. Clients in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Acura Automobile Division

Campaign #JY2 / Service Bulletin #16-010

0504-11-00-0045523-0002-0091335

August 2016

Product Update: 2012 TL Software Update for Lock-up Clutch Function
Warranty Extension: 2012 TL Torque Converter

(NOW THIS)

This notice applies to your vehicle: 19UUA9F52CA [REDACTED]

Dear [REDACTED]

On some 2012 TL vehicles, there may be a judder from the torque converter lock up clutch felt while driving between 20-45 mph.

To ensure your confidence in our product, American Honda is taking two actions:

Product Update - There is a software update to minimize the possibility for the judder to occur. Contact any authorized dealer for an appointment to have your vehicle's software updated.

Warranty Extension - In some cases, the torque converter may be damaged before the software update was applied. To ensure your confidence in our product, American Honda is extending the warranty on the torque converter to 8 years from the original date of purchase or 105,000 miles, whichever comes first. This warranty extension provides coverage for the current owner and any subsequent owners. **No action is required on your part unless you experience a problem.** The warranty extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

What should you do?

Contact any authorized Acura dealer for an appointment to have your vehicle's software updated. This update will be done free of charge. Please plan to leave your vehicle at the dealer for at least a half a day to allow them flexibility in scheduling.

If, after the software update is applied, the judder develops, does not go away, or returns at a later time, the dealer may need to replace the torque converter. If the vehicle is within the extended warranty time and mileage, and the lock-up clutch is the cause of the judder, the work will be done free of charge.

Lessor Information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2012 TL involved in this product update and warranty extension. 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.

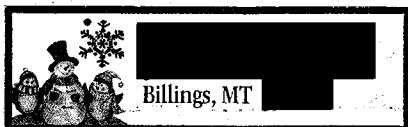
If you have questions.

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at 1-888-234-2138. U.S. clients can also locate a dealer online at www.myAcura.com. Clients in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience these campaigns may cause you.

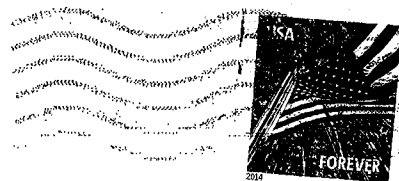
Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division



BILLINGS MT 591

17 DEC 2008 PM 2 T



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20590

