



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)

September 13, 2019

[REDACTED]

Fresno, CA [REDACTED]

Dear [REDACTED]

NEF-109 nlm
Ref. No. 11193930

Thank you for your correspondence concerning your model year (MY) 2016 Acura MDX vehicle. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are an important source of information for us. We received your previous report through our www.nhtsa.gov website on April 4, 2019. When a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. We review all complaints and will contact vehicle owners if need more information.

We reviewed our database to identify whether a safety defect trend exists with 9-speed transmissions in MY 2016 Acura MDX vehicles. Currently we lack enough evidence to open a safety defect investigation or to initiate a recall. Your information will be used with future reports to identify any safety defect trends that may require our attention.

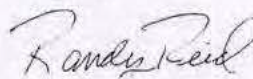
We recommend that you continue to work with Acura and your dealer for further assistance. You may consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under the state laws. You may also ask your dealership for a meeting with an Acura district manager. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, warranty and dealership problems, paint, fraud or deception, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 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 website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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 completion rates and adequacy of manufacturers' recall campaigns. To learn more about NHTSA's investigation and recall process you can visit our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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