
MR. SHINJI AOYAMA
AMERICAN HONDA MOTOR CO., INC.
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TORRANCE, CA 90501-2746 USA

SEPTEMBER 16, 2019

Re: Ongoing problems with my 2015 Acura TLX and a dealership unwilling to address my problems

Dear Mr. Shinji-san ;

Please allow me to express my dissatisfaction **and disappointment** with my 2015 Honda Acura TLX and the dealer, Rick Case Acura, in Ft. Lauderdale, Florida, from which I bought the vehicle; and to share with you the problems I have with my Acura TLX. From the day of the sale, Rick Case Acura has been less than cooperative with me to address the problems I have experienced with the vehicle and the issues which need attention.

I bought what was supposed to be a certified pre-owned Acura. I bought an Acura because of Acura's reputation and high regard for reliability. Sadly, my experience has not lived up to the vehicle's reputation nor my expectations. What did Rick Case Acura certify, I wonder; that the vehicle had 4 wheels, an engine, and a steering wheel? It seems so.

On the day I selected the auto, there was a huge dent above the passenger-side door. I said to the sales representative; "This must be fixed before I will accept delivery of the vehicle." The sales person replied "They will never fix that." I replied: "This must be fixed." [*It was an easy fix, too!*]

Sure enough, on the day on which I was to accept delivery of the vehicle, the dent was still there. I refused to accept delivery. The vehicle was sent into the shop; and within 15 minutes or so, the dent was fixed.

After that, I had to badger the dealer over problems with the transmission and a front-end groaning sound. They fixed the groaning sound: It was due to worn wheel bearings and **on a vehicle with 25,000 miles!** The other problems with the transmission remained unresolved. It took me almost a year before Honda replaced the transmission to repair rough shifting between [*I think*] first and second gears. After the new transmission was installed, most of the problems I experienced with the vehicle were resolved. The operative word in that sentence is most.

There was still one nagging issue, however; that was vibration in the steering column which first manifested itself at about 40 mph. I presented this problem to the service representative; and, he told me that that vibration was normal and occurred when the engine shifted from six cylinders down to three. As a point of information, I did not experience the vibration if I was accelerating through the 40-mph range, only if I was cruising through that range. I took the service representative at his word only to be disappointed.

The vibration in the steering column has become more prevalent; it now occurs at 20-mph, 30-mph, 40-mph, and 50-mph; and, it is more pronounced. [*My guess is, it occurs whenever the transmission shifts gears.*] I presented this to the service representative; and he delayed doing anything by first telling me that the transmission had to learn my driving habits, and, when that didn't work, by

upgrading the transmission software. When the vibration persisted after the software upgrade; and, I returned to the dealership yet again, I was told that I hadn't driven the vehicle long enough for the software to "learn" my driving habits. Well, sir, the vehicle never "learned" my driving habits.

At that point, the service representative handed me off to the service manager. The service manager took the wheel and we drove the car on local streets near the dealership. The service manager brought up a system information screen on the console and proceeded to show me how my gas mileage was improving during each of these episodes of vibration. Great, I thought; what is happening with the transmission that causes the vibration?

At that point, I visited my previous mechanic and described the symptoms to him. Without any hesitation, he said: "torque converter." He advised me to get it replaced and do so quickly. I visited another independent auto mechanic; and, he said the same thing. ***I don't know what a torque converter is; but, I want it replaced.***

I returned to Rick Case Acura, and presented them with my findings. Once again, the service manager took me on a "joy ride" to show me how much fuel economy I was realizing. At that, I was at my wits end and demanded the service manager return to the service bay; and, I left him with the intention to write directly to you.

I also visited discussion boards on the Internet; and, I discovered that I am not the only one with this problem. Moreover, I have two close friends; one in NJ with the same engine and he doesn't experience the same problem. The other in NY, an owner of a 2018 told me that the transmission was totally different. Her transmission is not the push button electronic transmission that I have but one with a shift lever to move the vehicle from Park or Neutral into Drive or Reverse. This says one thing to me: Honda tried something on the 2015 model; and, it didn't work! Also, I while in the service area on one of my visits, through casual conversation with another customer, I discovered they were not satisfied either having experienced similar problems.

This is a Honda! This vehicle has about 30,000 miles on it. It should not perform like it is! There is at least one additional issue that I've chosen not to make a case out of too; nevertheless, I can tell you two things. 1) I will never patronize Rick Case Acura again; and 2) unless this malfunction is repaired to my satisfaction, I will never buy a Honda again.

I am very disappointed. I expected more from a Honda and from Honda Motor Company. I hope you can do something to resolve this nettlesome problem I have with an automobile that by all measures is just being "broken in."

Very truly yours,