

CL-10243711-4051

2008 SEP 24 PM 4: 28

[REDACTED]  
Roseville, CA [REDACTED]

E-mail: [REDACTED]

Phone: [REDACTED]

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September 5, 2008

American Honda Motor Co. Inc.  
Acura Client Services  
Mail Stop 500-2N-7E  
1919 Torrance Blvd  
Torrance, CA 90501-9746

Dear Sirs,

Re: Reimbursement request for repair work costing \$600/-

I have a 2003 Acura TL sedan for which I had to incur \$600/- related to transmission work. Attached please find a copy of the invoice and acknowledgement for payment dated August 27, 2008 from Niello Acura, Sacramento, CA.

Also attached please find a copy of the Honda Press Release which says that American Honda had extended the standard warranty for these vehicles for up to 100,000 miles due to problems associated with the transmission.

Since my car is within the warranty and had a recall notice I shall appreciate if you can please reimburse the \$600/- cost at your earliest convenience.

Sincerely,

[REDACTED]

CC: National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Cc: California Department of Consumer Affairs  
1625 N. Market Blvd #N-112  
Sacramento, CA 95834

80/12/16  
4/24/08  
JN

# NIELLO ACURA

4609 MADISON AVENUE  
SACRAMENTO, CA 95841  
(916) 334-6300 \* (800) 350-2299

BAR # AA002828  
EPA # CAD982478315  
www.niello.com

219669

\*INVOICE\*



PAGE 1

SERVICE ADVISOR: 1005 GARY SMEDSTAD

CUSTOMER #:

ROSEVILLE, CA  
HOME: CONT: N/A  
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	03	ACURA TL	19UUA56693A		71036/71041		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18AUG08 DD			15:00 18AUG08		0.00	CASH	26AUG08
R.O. OPENED		READY		OPTIONS: DLR	ENG: 3.2 Liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES THAT THE RPMS GET VERY HIGH AND SLIPS AND BANGS GEARS CHK						
	ADVISE						
	CAUSE: PARTIAL ONETIME GOODWILL						
	999 OK TO REPLACE TRANS AS A PARTIAL ONETIME GOODWILL						
			703	W93			(N/C)
	1	06200-P7W-A77RM	WARRANTY A/T KIT				(N/C)
	999 START TECH (PULLED CODES)						
			535	W93			(N/C)
	FC:						
	PART#: 06200-P7W-A77RM						
	COUNT: 1						
	CLAIM TYPE: W93						
	AUTH CODE:						

*Handwritten:* AUG 27 2008  
BY: VISU  
\$600.00

71041 replaced transmisson

B COMPLIMENTARY WASH AND VACUUM WITH SERVICE FREE OF CHARGE...VALUED AT \$14.95

WASH COMPLIMENTARY WASH AND VACUUM WITH SERVICE FREE OF CHARGE...VALUED AT \$14.95

99 I (N/C)

EST: 120.00 18AUG08 09:40 SA: 1005

CUST TO PAY \$600.00 AND ACURA NIELLO ACURA WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. WE STRIVE TO PROVIDE EVERY CUSTOMER WITH EXCELLENT SERVICE AND WE HOPE WE EXCEEDED YOUR EXPECTATIONS. IN AN EFFORT TO CONTINUOUSLY IMPROVE CUSTOMER SATISFACTION, WE WELCOME YOUR INPUT. PLEASE FEEL FREE TO CONTACT US.

*Handwritten:* 2 year 36k warranty  
Cust owes: 600

ALL LABOR, ACCESSORIES, AND PARTS INSTALLED BY OUR SERVICE DEPARTMENT ARE WARRANTED AS FOLLOWS: ACURA FOR 12,000 MILES, OR 12 MONTHS, WHICHEVER COMES FIRST, PORSCHE FOR 2 YEARS WITH UNLIMITED MILEAGE. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. WARRANTY VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

Customer Signature  
\*By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.\*

### To Our Service Customers

Our charges for labor are not based on actual mechanics time, but are established by multiplying our retail labor rate by industry time allowances or our own judgment of the time to be charged. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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**Press Release** 2002

World News &gt; News Release

 E-Mail This | 
  Printer Friendly
Automobile  September 20, 2002

### **American Honda Extends Warranties on Select Automatic Transmissions**

Torrance, Calif., September 20, 2002 --- American Honda Motor Co., Inc. announced today it will provide extended warranties on approximately 1.2 million Honda and Acura models equipped with automatic transmissions due to problems that may result in premature wear or failure. The extended warranty will cover affected transmissions for seven years or 100,000 miles.

The standard bumper-to-bumper warranty for Honda vehicles is three years or 36,000 miles, while Acura vehicles are covered for four years or 50,000 miles.

Vehicles covered by the extended warranty include:

- 2000 - 2001 Honda Accord, Odyssey and Prelude
- 2000 - 2002 and some 2003 Acura 3.2 TL
- 2001 - 2002 and some 2003 Acura 3.2 CL

While only two percent of these vehicles have experienced these transmission problems, American Honda will provide extended transmission warranties on all potentially affected vehicles. "Our priorities are making sure our customers are taken care of and reassured they can continue to depend on their Honda or Acura automobile for a long time to come," said Tom Elliott, executive vice president for American Honda.

There is usually plenty of warning to the driver that the transmission is not operating properly, such as slow or erratic shifting, giving them ample time to take the vehicle in for service.

American Honda will notify all owners of eligible vehicles via mail in the coming weeks.

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