

NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631
Legal E-mail: nmvp@nmvb.ca.gov Mediation E-mail: nmvpmediation@nmvb.ca.gov
Website: www.nmvp.ca.gov

Arnold Schwarzenegger, Governor
State of California

2008 OCT 31 PM 1:39
Dale E. Bonner, Secretary
Business, Transportation & Housing Agency

Alan J. Skobin, President Robert T. (Tom) Flesh, Vice President
Ramon Alvarez C. Ryan L. Brooks Sossi Keuylian David C. Lizárraga Haig Papaian Glenn E. Stevens David W. Wilson

October 24, 2008

CL-10248130-9779

National Highway Traffic
Safety Administration Headquarters
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

Case #

Enclosed please find a copy of the complaint I received from [REDACTED]
concerning her 2002 Acura MDX.

I'm referring the complaint to you since the facts appear to raise a matter within your jurisdiction. I'm continuing my mediation efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,

Jackie Grassinger

Jackie Grassinger
Mediation Services Representative

JG/ds

Enclosure

cc: [REDACTED]

NM
1:40
10/31/08
NJ



NEW MOTOR VEHICLE BOARD
 Consumer Mediation Services Program
 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1888 (916) 323-1631 Fax
 E-Mail: nmvb@nmvb.ca.gov
 Website: nmvb.ca.gov

MEDIATION REQUEST FORM

COMPLAINANT NAME

CASE NO.

FIRST

ADDRESS

CITY

STATE

ZIP CODE

TELEPHONE #

TELEPHONE #

E-Mail

Please fill out all sections completely.

If address is unknown, leave blank.

Selling Dealer

Servicing Dealer

Manufacturer/Distributor

NAME	NAME	NAME
JAMAICA BUICK LLC	PLAZA AUTO MALL (ACURA OF BROOKLYN)	ACURA (HONDA)
ADDRESS	ADDRESS	ADDRESS
182-30 JAMAICA AVE	2684 NORTLAND AVE.	1919 TORRANCE BLVD
JAMAICA, NY 11423	BROOKLYN, NY 11210	TORRANCE, CA 90507
TELEPHONE #	TELEPHONE #	TELEPHONE #
	718-253-8400	800-382-2238

VEHICLE (Make)	(Model)	(Year)
ACURA	MDX TOURING	2002
DATE OF PURCHASE / LEASE	CURRENT MILEAGE	
10/05/05	111,000 +	
☒ Purchase ☐ Lease	MILEAGE AT PURCHASE / LEASE	VEHICLE I.D. NO.
	50,055	2HNYD188124
☐ New ☒ Used	TYPE OF WARRANTY ON VEHICLE	
	☐ Manufacturer's ☒ Extended Warranty ☐ No Warranty	

Have you given written notice of defects to manufacturer?

☒ Yes

☐ No

Has manufacturer (or designated agent) attempted repairs?

☒ Yes

☒ No

If yes, list repair dates: THE TRANSMISSION HAS BEEN REPLACED THREE TIMES ALREADY
 1st - WITH PREVIOUS OWNER. 2nd - 02/07/06 3rd - 12/22/06 AND NOW NEEDS A THIRD.

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purpose of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature

Date 10/15/08

[REDACTED]
Windsor, CT [REDACTED]

(Mobile)
(Work)

October 15, 2008

Office of the Attorney General
Director of Consumer Affairs
Motor Vehicle Board
1507 21st Street
Sacramento, CA 95811

RE: CONTINUED PROBLEMS WITH MY ACURA MDX MOTOR VEHICLE

Dear Sirs:

My complaint is against: **ACURA USA – Honda Corporation with offices located at 1919 Torrance Blvd, Torrance, CA 90501, Tel # 800-382-2238.**

Since I purchased my car in October 2005, I have had nothing but problems. The transmission has been replaced twice and I am now being told that it needs a new transmission again. I also recently uncovered that this was also a problem that the previous owner [REDACTED] had and that the transmission was also replaced prior to the car being traded by the previous owner.

I sincerely believe (and it has become so obviously clear) that I was sold a car with a **manufacturer's defect (Acura USA)**. There is no way that a transmission should be replaced this often. There must be a manufacturer's defect that is causing all these transmissions to fail. I use my car for regular driving as anyone else. I drive to and from work and around town. I do not do any off road driving, I do not drive in the mountains or on dirt roads and I don't use my car to tow anything.

There must be a manufacturer's defect for this to happen because this is not the normal order of things. A car can go over 200,000 miles without any transmission problems. As per the original owner's service record, there was transmission problem as soon as he bought the car. The car was first brought back to the dealer at only **969 miles** on it and then later the transmission was replaced after numerous transmissions problems.

I purchased the car with 50,055 miles on it and had transmission problems with less than 5,000 miles of driving at 54,645 miles. The transmission was replaced then.

Again at 79,455 miles, more problems developed again and the transmission was replaced again. Now with 111,000+ miles, I am being told that my car needs a new transmission. I understand that some transmissions are remanufactured and can perform

just as well as new ones, however, if there wasn't a manufacturer's defect, then the transmissions would not need to be replaced this often.

Acura USA should be held accountable for selling a car with a manufacturer's defect and should pay for the repairs to my car. They are not standing by the product that they made which puts myself and my family at risk. I cannot afford the over \$4,000 out of pocket that it will cost to repair since I am being told that my warranty period has expired. My car is now parked at home and I cannot drive it. I have to either take the bus or be dependent on someone to take me where I have to go. And to top it all off, I am still paying for my car -- I have an outstanding loan with JP Morgan Chase with payments due on the 19th of every month.

Please help me in my situation. I am not getting anywhere with this company who is refusing to take responsibility. I cannot afford to buy a new car (which is the consensus I am getting from everyone -- "just buy a new car." It's not easy to just buy a new car and I should not have to pay for a problem which is the manufacturer's fault. I bought this car which I was hoping to keep for a very long time. I don't have money like that. No one is willing to take responsibility which is very unfair to me.

Is no one looking out for me the consumer? What about my rights? I am sure that anyone reading this can look at this logically and really understand the problem. If you own a vehicle (as I'm probably sure you do), you do understand that this is definitely a manufacturer's problem. You would not want to find yourself in my situation and if you do, you would be as angry as I am and demand justice.

Please help me.

Respectfully yours,

A black rectangular box redacting the signature of the sender.

6549

33070

SCHALLER ACURA345 CENTER STREET
(ROUTE 6 & 44)
MANCHESTER, CT 06040

Toll Free: (800) 448-4917

PH: (860) 847-7077

E-mail: acuraservice@schallerinc.com

www.schalleracura.com

ACURA
PRECISION CRAFTED AUTOMOBILES

INVOICE

PAGE 1

WINDSOR, CT

HOME:

CONT:N/A

BUS:

1 CELL:

SERVICE ADVISOR: 342 JOSEPH P DE LA CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	02	ACURA MDX	2HNYD18812H		111653/111653	T532G	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	DATE	PAYMENT	INV DATE
25FEB02 DD			19:30 24SEP08		94.00	CASH	25SEP08
R.O. OPENED	READY	OPTIONS: DLR:251084 ENG:3.5 Liter 1)D 2)NH638M-4					

16:55 24SEP08 16:51 25SEP08

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES CHECK ENGINE LIGHT ON. TRANSMISSION TEMP LIGHT CAME

ON. TRANSMISSION REPLACED 1/3/07. CHECK AND ADVISED

30ACZ AUTO TRANSMISSION

904 C 1.00

MISC LOANER FUEL SURCHARGE

CN

PARTS: 0.00 LABOR: 94.00 OTHER: 12.00 TOTAL LINE A: 106.00

111653 CHECKED COMPUTER FOR CODES. CODE P0740.

FAILURE, P1491, EGR INSUFFICIENT FLOW. NEEDS TRANSMISSION EXTENDED

WARRANTY CONTRACT EXPIRED AND NOT COVERED. ADVISED CUSTOMER OF

FINDINGS. CUSTOMER DECLINED REPAIR AT THIS TIME AND WILL PICK UP

VEHICLE. COULD HAVE FAILURE IF KEEP DRIVING VEHICLE.

EGR valve

Trans - Acura 1956

108

Fluid - 6Q

PCM - 793

Installed * 3100 to 4000 for all

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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	94.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	106.00
LESS INSURANCE	0.00
SALES TAX	5.64
PLEASE PAY THIS AMOUNT	111.64

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



2684 Nostrand Avenue
BROOKLYN, N.Y. 11210

2889 Nostrand Avenue
BROOKLYN, N.Y. 11210

2722 Nostrand Avenue
BROOKLYN, N.Y. 11210

2011 Avenue
BROOKLYN, N.Y. 11210

39 Nostrand Avenue
BROOKLYN, N.Y. 11210

NYS-R/S NO: 7090078

NYS-R/S NO: 7065381

NYS-R/S NO: 7024378

NYS-R/S NO: 7070854

NYS-R/S NO: 7084360

CUSTOMER NO	ADVISOR CEDRIC JACKSON	TAG NO 358853	INVOICE DATE 01/03/07	INVOICE NO ACCS856244
[REDACTED] BROOKLYN, NY	LABOR RATE	LICENSL NO	MILEAGE 79,455	COLOR /
	YEAR / MAKE / MODEL 02/ACURA/			DELIVERY DATE
	VEHICLE ID NO 2 H N Y D 1 8 8 1 2 H			DELIVERY MILES
	FTG NO	P.O. NO	R.O. DATE 12/22/06	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

MO: 79460

LABOR & PARTS
J# 1 05ACZ AUTO TRANSMISSION, HOURS: 9.30, TECH(S): 325470, 1023.00
CUSTOMER STATES THE TRANSMISSION SLIPS BEFORE MOVING
TRANSMISSION ON ORDER FROM WARRANTY COMPANY
TECH CHECK THE CUSTOMER CONCERN AND FOUND CODES
P01750 CLUTCH PRESSURE FAILURE, TECH REPLACING TRANSMISSION
DUE TO INTERNAL FAILURE OF CLUTCH. CUSTOMER HAS COMPLETE
SERVICE CONTRACT. TRANSMISSION WAS SHIP IN FROM WARRANTY
COMPANY. TECH REMOVED AND REPALCED THE TRANSMISSION.
TRANSMISSION WORKING FINE AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 1023.00

J# 2+50ACZ ACURA COURTESY CAR, HOURS: TECH(S): 325470, 150.00
RENTAL CAR
THANKYOU FOR CHOOSING ACURA OF BROOKLYN
AMOUNT OF DAYS

JOB # 2 TOTAL LABOR & PARTS 150.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1300.00 (+TAX)

COMMENTS
CUSTOMER HAS COMPLETE CAR SERVICE CONTRACT
CONTRACT NUMBER V300635310 888-835-5063
CUSTOMER PAYS 100.00 DED
WARRANTY COMPANY PAY 1171.24
AUTH # T000561856 FAX FOR PAYMENT. 913-664-4156
SPOKE WITH CRAG. WARRANTY COMPANY SUPPLIED TRANSMISSION.

TOTALS

THIS VEHICLE WAS SERVICED AT ACURA OF BROOKLYN

ACURA OF BROOKLYN REG #7090078
ACURA OF BROOKLYN 718-535-4379

****ALL REPAIRS GUARANTEED 12 MONTHS, 12,000 MILES****
THANKS FOR CHOOSING ACURA OF BROOKLYN FOR ALL
YOUR SERVICE NEEDS! YOUR NEXT SERVICE IS DUE IN THE
NEXT THREE MONTHS OR 3000 MILES.

IMPORTANT: YOU MAY BE RECEIVING A SURVEY DIRECT FROM
THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE
US " EXCELLENT " PLEASE CONTACT SERVICE MANAGER
ALLAN SEBAR AT 718-535-4379
THANK YOU !!!

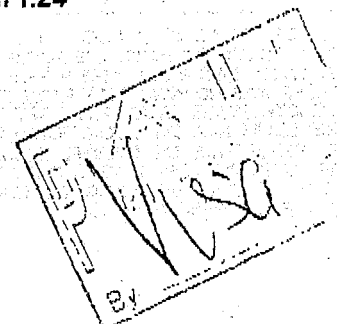
** WE ARE NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CAR **

CUSTOMER SIGNATURE

X Cust pays \$100.00

TOTAL LABOR....	1173.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	98.24

TOTAL INVOICE \$ 1271.24



PLAZA AUTO MALL

ACURA

2664 Nostrand Avenue
BROOKLYN, N.Y. 11210
718-253-6400
NYS-R/S NO 7060078

HONDA

3733 Nostrand Avenue
BROOKLYN, N.Y. 11210
718-253-6400
NYS-R/S NO 7024376

HYUNDAI

2877 Nostrand Avenue
BROOKLYN, N.Y. 11210
718-253-6400
NYS-R/S NO 7070654

TOYOTA

2889 Nostrand Avenue
BROOKLYN, N.Y. 11210
718-253-6400
NYS-R/S NO 7084860

SCION

2686 Nostrand Avenue
BROOKLYN, N.Y. 11210
718-253-6400
NYS-R/S NO 7064380

CUSTOMER NO.	GENERAL ADVISOR 338380	DATE	02/14/06	INVOICE NO.	ACC5792277
1100 E 30TH ST BROOKLYN, NY	PRICE \$	57,645	DELIVERY DATE	02/26/06	REPRINT# 1
DONNETJ@HOTMAIL@HOTMAIL.COM	MODEL	02/ACURA	DELIVERY VEHICLE		
	PLATE NO.	2 H N Y D 1 8 8 1 2 H	SALES DEALER NO.		
	DOCUMENTS				
					MO: 57655

COMMENTS
CUSTOMER HAS "COMPLETE CARE" VEHICLE SERVICE CONTRACT
CONTRACT # V300635310: 1-888-835-5063
CUSTOMER HAS A \$100.00 DEDUCTIBLE
REPAIR ON LINE #1 AND LINE #4 COVERED
COMPLETE CARE TO PAY A TOTAL OF \$1,565.25
CUSTOMER TO PAY A TOTAL OF \$100.00
AUTHORIZATION # C000381539 (SPOKE TO HARVIN AND DOUG)
FAX SIGNED INVOICE TO 913-664-4156 FOR PAYMENT
THANK YOU.

TOTALS

THIS VEHICLE WAS SERVICED AT ACURA OF BROOKLYN
ACURA OF BROOKLYN REG #7090078
ACURA OF BROOKLYN 718-535-4379
ALL REPAIRS GUARANTEED 12 MONTHS, 12,000 MILES
THANKS FOR CHOOSING ACURA OF BROOKLYN FOR ALL
YOUR SERVICE NEEDS! YOUR NEXT SERVICE IS DUE IN THE
NEXT THREE MONTHS OR 3000 MILES.

TOTAL LABOR....	1530.00
TOTAL PARTS....	135.25
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 1665.25

IMPORTANT: YOU MAY BE RECEIVING A SURVEY DIRECT FROM
THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE
US "EXCELLENT" PLEASE CONTACT SERVICE MANAGER
ROBERTO PERALTA AT 646-201-2727
THANK YOU !!!

** WE ARE NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CAR **

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 2 OF 2

CUSTOMER COPY

END OF INVOICE 111373m

DONNET JAMES

**On Site
State-Of-The-Art
Body Shop!**



(718) 535-4393

Plaza Auto Mall

ACC5792277

DONNET JAMES

24-Hour Towing Service



(718) 253-1437

Plaza Auto Mall

ACC5792277

DONNET JAMES

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Used Car Department.**

- All Makes & Models
- Certified Used Cars
- Over 150 cars on site



(718) 535-4590

Plaza Auto Mall

ACC5792277

9737624675

240461

MONTCLAIR ACURA

100 BLOOMFIELD AVENUE
VERONA, N.J. 07044SALES (973) 239-3700 SERVICE (973) 239-7400
PARTS (973) 239-2282 FAX (973) 239-6022

INVOICE

PAGE 1

S ORANGE, NJ

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 69 FRANK GRECO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SL	02	ACURA MDX	2HNYD18812H [REDACTED]	[REDACTED]	969/971	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
17DEC2002			18:00 21MAR02		CASH	21MAR2002
F.O. OPENED	READY	OPTIONS: DLR:BRUNSWIC ENG:3.5 Liter				

08:18 21MAR02 08:45 21MAR02

LINE OPCODE TECH TYPE

A MUST STATES CK ENG LIGHT IS ON
CAUSE: B99

LIST NET TOTAL

123505 CODES OPERATING DATA - RETRIEVE OR CLEAR
CODES WITH PGM TESTER. ACCESS SYSTEM
OPERATING DATA WITH PGM TESTER

22 W93

(N/C)

FC: 072

PART#: 17670-SV1-A01

COUNT: 1

CLAIM TYPE: W93

AUTH CODE:

B CAR WASH COUPON WAS ISSUED TO CUSTOMER

WASH CAR WASH COUPON WAS ISSUED TO CUSTOMER

22CPAR8

0.00 0.00

RETRIVEAL CODES P1456 FUEL CAP
LOOSE

MONTCLAIR ACURA STRIVES FOR EXCELLENCE
PLEASE LET US KNOW THAT WE'VE SUCCEEDED OR
HOW WE CAN IMPROVE TO RATE AN EXCELLENT FROM
YOU NOTHING LESS WILL DO!!!
SHOP HOURS 7:30 AM TO 5:30 PM MON TO FRIDAY
SATURDAY 7:30 TO 4:00 PM WE ALSO HAVE EARLY
BIRD DROP OFF LOANERS BY APPOINTMENT ONLY.

Thank You

For Your Patronage

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS WITH UNLIMITED MILEAGE FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIRS. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS. THIS WARRANTY IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND INTENDS TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCORPORATE, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

HOURS OF OPERATION

CALL FOR YOUR NEXT
APPOINTMENT
PHONE (973) 239-7400

SERVICE
Monday - Friday
7:30AM - 7:30PM
Late Pick Up Availability till 7:30PM
Saturday
7:30AM - 4:00PM

PARTS
Monday - Friday
8:00AM - 7:00PM
Saturday
8:00AM - 4:00PM

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

X

P.08

413 731 8398

WESTBANK CORPORATION

OCT-21-2008 17:30



STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
On the Web at ct.gov/dmv

MOTOR VEHICLE REGISTRATION CERTIFICATE

THIS CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES

THIS VEHICLE IS EMISSIONS COMPLIANT.

YOUR NEXT EMISSIONS TEST DATE IS 11/05/2009

MARKER NO. 859UDB	EXP. DATE 11/17/09	CURRENT TAX TOWN 164 WINDSOR	PASSENGER	
MAKE ACUR	MODEL MDX	YR 02	BODY STYLE UTIL	TITLE Y
VEHICLE IDENTIFICATION NUMBER 2HNYD18812H		COLOR GREY		
GROSS WEIGHT	LIGHT WEIGHT	AXLES	STAND CAP.	SEAT. CAP.

Robert M. Ward
COMMISSIONER OF MOTOR VEHICLES

WINDSOR CT

07/29/08 198 0.00 15:52:05 MVKK
2 PLATES ISSUED

The new sticker may be applied immediately, but must be applied no later than midnight of the day your previous registration expires.

IF YOU CHANGE YOUR ADDRESS, the DMV must be notified of the change within 48 hours. You must provide both your new and old address when notifying the DMV of an address change. You must print your new address on this certificate in the designated area on the reverse of this form, but do not return this certificate.

WRITTEN SIGNATURE(S) OF REGISTRANT(S)

SIGN
HERE ☒

Please sign this certificate in the space indicated for signature(s) of registrant(s) to attest to the information contained therein. **KEEP THIS CERTIFICATE IN YOUR VEHICLE.**

RECORD CHG
MVCEN759

WINDSOR

CT



IF YOU SELL, TRANSFER, OR JUNK THIS VEHICLE:

- ➔ Complete the area on the reverse of this certificate and cancel your registration by returning both the upper part of this certificate and your plate(s) to any DMV branch office. Until you do so, your vehicle is subject to property tax assessment in the town of record for this vehicle. To transfer the plate(s) to ANOTHER VEHICLE, bring only the upper part of this certificate to DMV when you register that vehicle.
- ➔ Complete and detach BILL OF SALE below and present to new owner together with title to the vehicle.

BILL OF SALE (for use if you sell this vehicle)

MAKE ACUR	MODEL MDX	YR 02	BODY STYLE UTIL	TITLE Y
VEHICLE IDENTIFICATION NUMBER 2HNYD18812H		COLOR GREY		

OWNER(S) OF RECORD - SELLER(S)

WINDSOR

CT

SELLING PRICE \$	THE OWNER (SELLER) OF THIS MOTOR VEHICLE DESCRIBED AT LEFT HEREBY TRANSFERS TO THE PURCHASER THE DESCRIBED MOTOR VEHICLE IN CONSIDERATION OF THE AMOUNT (SELLING PRICE) ENTERED AT LEFT. RECEIPT HEREBY ACKNOWLEDGED.
NAME OF BUYER	
ADDRESS OF BUYER	
I DECLARE UNDER PENALTY OF FALSE STATEMENT THAT THE INFORMATION FURNISHED IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.	
SIGNATURE(S) OF SELLER(S)	DATE

SB1486 REV. 03/08



TO NEW OWNER:

TO OBTAIN A REGISTRATION/TITLE IN YOUR NAME, PRESENT THIS BILL OF SALE TO DMV TOGETHER WITH THE TITLE SIGNED OVER TO YOU.

413 731 8398 P.09

WESTBANK CORPORATION

OCT-21-2008 17:31

7105



JAMAICA BUICK PONTIAC

182-30 Jamaica Avenue
JAMAICA, NY 11423
718-739-4300
FAX 718-526-5936



BUYER'S [REDACTED] DATE 10/05/2005
ADDRESS [REDACTED] CITY WINDSOR STATE CT ZIP [REDACTED]
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED] SALESMAN ANTHONY D BOUCAUD
BLACK
PLEASE ENTER MY ORDER FOR ONE NEW ☐ USED ☒ 2002 ACURA COLOR
MODEL MDX BODY STYLE SUV MODEL NO. STOCK NO. X3193

USED VEHICLE DISCLOSURE STATEMENT-THE INFORMATION BUYER SEES ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Estimated Delivery Date 10/05/2005 / Place of Delivery 182-30 JAMAICA AVE
If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

IMPORTANT NOTICE TO USED CAR BUYER

(a) STATE LAW REQUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(b) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(c) BUYER HAS A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION.
(d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 42 BROADWAY, NEW YORK, NEW YORK 10004. COMPLAINT PHONE: 212 • 487-4444 NYC • C/A LIC# 1104856

*The optional dealer registration of title application processing fee (\$45.00 maximum) and special plate processing fee (\$5.00 maximum) are not New York State or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration and/or certificate of title or for a special or distinctive plate to any motor vehicle issuing office.

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE TO THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

CUSTOMER'S INITIALS: DATE: 10/05/2005

VIN 2HNYD18812H UNIT PRICE \$ 29815.00

BUYER'S NOTICE ON TRADE-IN VEHICLE'S VALUE
IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, BUYER SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE BUYER MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO BUYER) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

FILL OUT THIS SECTION IF USED CAR IS TRADED IN

MAKE YEAR
BODY TYPE
SERIAL NO.
BAL. OWED TO
PRE-TRADE ACTUAL CASH VALUE

WASTE TIRE MGMT FEE \$2.50X TIRES =

TOTAL UNIT PRICE \$ 29815.00

LESS TRADE-IN ALLOWANCE N/A

SUB-TOTAL 29815.00

SALES TAX 1791.60

LUXURY TAX N/A

REGISTRATION FEE (ESTIMATE) 325.00

N/A

DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE. *\$45.00* 45.0045 X399X

TOTAL CASH PRICE DELIVERED \$ 31976.60

LESS DEPOSIT ☐ CASH ☐ CERTIFIED CHECK 10000.00

☐ CHECK CHECK NO. _____

☐ VISA ☐ MC ☐ AM EXP.

PLUS BALANCE OWING ON TRADE-IN \$ N/A

FINANCED AMOUNT X MOS. 21976.60

ADD'L DEP. / / N/A

ADD'L DEP. / / N/A

C.O.D. N/A

ALL BALANCES MUST BE PAID IN CASH, CASHIERS OR CERTIFIED CHECK ONLY.

I agree that this Contract includes all of the terms and conditions on both the face and the reverse side hereof. This Contract is not binding unless signed by you or your authorized manager. New plates will not be obtained until vehicle is paid for in full.

I CERTIFY I HAVE NOT SIGNED AND BLANK FORMS. I ALSO CERTIFY THAT I AM OF LEGAL AGE TO EXECUTE BINDING CONTRACTS IN THIS STATE.

10% MINIMUM DEPOSIT DESIRED WITH ALL CONTRACTS. SEE PAGE ONE (reverse side) FOR ADDITIONAL TERMS AND CONDITIONS.

I acknowledge that by my signature on this Contract that I have read its terms and conditions and that I have received a completed copy of this Contract. ALL DEPOSITS RECEIVED BY CHECK OR CASH WILL NOT BE REFUNDED BEFORE 30 DAYS FROM DATE OF REQUEST. FORM AND CANNOT BE PICKED UP.

10/05/2005
DATE

ACCEPTED BY: DEALER OR HIS AUTHORIZED MANAGER.

"After The Sale It's The Service That Counts!"

OFFICIAL CONNECTICUT REGISTRATION CERTIFICATE

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
60 STATE STREET, WETHERSFIELD, CT 06161

VOID UNLESS
VALIDATED
HERE BY
CONNECTICUT
DMV



11/17/07 1:22 PM
859UDB

THIS CERTIFICATE OF REGISTRATION
MUST BE CARRIED IN THE MOTOR VEHICLE
AT ALL TIMES WHEN IT IS BEING OPERATED

1. APPLICANT (Owner Registering Vehicle)	IF CO-OWNERSHIP ☐ AND (Common) ☐ OR (Joint)		CO-OWNER'S NAME (If any)	
	OWNER'S SEX ☐ MALE ☒ FEMALE	OWNER'S SIGNATURE		
2. IF LEASED VEHICLE	CO-OWNER'S SEX ☐ MALE ☐ FEMALE		CO-OWNER'S BIRTHDATE	
	NAME OF LESSEE (Person to whom vehicle is leased)			
3. VEHICLE	VEHICLE I.D. NUMBER 2HNYD18812H		YEAR 2005	MAKE Acura
	FUEL TYPE (Gas, Diesel, etc.) Gas	NO. CYLINDERS 6	COLOR (Maximum of Two) Black	MODEL NAME OR NO. MDX
4. IF OTHER THAN PASSENGER STYLE VEHICLE	LIGHT WEIGHT (Wt. of vehicle(s) empty)		NO. AXLES	SEAT CAPACITY
	GROSS WEIGHT (Light wt. + wt. of max load)		MANUFACTURER'S GROSS VEHICLE WEIGHT RATING	
5. LIEN-HOLDER (If vehicle purchase was financed)	LIEN-HOLDER FINANCING VEHICLE PURCHASE FOR CURRENT OWNER		NAME OF LIEN-HOLDER	
	ADDRESS OF LIEN-HOLDER		ADDRESS OF SECOND LIEN-HOLDER	
6. AUTO INSURANCE	INSURANCE COMPANY NAME (Not Agent)		AUTOMOBILE INSURANCE POLICY NO.	
	IF TAX EXEMPTION IS CLAIMED		READ REVERSE SIDE OF THIS FORM, SPECIFY CODE AND ANY ADDITIONAL INFORMATION	
7. SELLER(S)	NAME OF SELLER(S) (If 2 owners, include both names)		DATE VEHICLE PURCHASED	
	SELLER'S ADDRESS		PURCHASE PRICE (Bill of Sale required)	
8. SIGNATURE(S)	The undersigned certifies that there are no liens on this vehicle except those specified above, the insurance required by Connecticut law is in effect and will be maintained during this registration period, all property taxes due any CT Taxing Authority for any vehicle previously registered in my/our name(s) have been paid, if other than Passenger registration this vehicle is registered in perpetuity of false statement, in accordance with the provisions of Section 14-110 and 53a-157b of the Connecticut General Statutes, I understand that if I make a statement which I do not believe to be true, with the intent to mislead the Commissioner, I will be subject to prosecution under the above-cited laws		Keep this certificate, & documents supporting purchase price (copy of Bill of Sale, canceled check), as proof of required sales tax paid. If you sell/transfer this vehicle, you must complete the Certificate of Sale or Transfer section on the reverse of the yellow copy, and return your marker plate(s) & yellow registration certificate to DMV. If this application contains any material false statement, the registration is void and any money paid is forfeited.	
	OWNER'S SIGNATURE		CO-OWNER'S SIGNATURE	

043-88-0135

OFFICE USE ONLY

THIS SECTION FOR CT LICENSED DEALERS			CT DEALER LICENSE NO.			C.C.		S.C.	TYPE OF REGISTRATION		MARKER PLATE NO.		
☐ ISSUE	DATE	TIME	MAKE OF TRADE-IN			MODEL OF TRADE-IN			YEAR			01	
☐ TRANSFER			IDENTIFICATION NUMBER OF TRADED-IN VEHICLE			EXPIRATION DATE			PRIOR TITLE STATE			PRIOR TITLE NUMBER	
☐ OUT-OF-STATE DEALER			DMV FEES COLLECTED			TAX TOWN			EMISSIONS			RESTRICTION CODE	
☐ CT DEALER'S SALES TAX NO.			new issue			CAA			EQUITY			ANNUAL FEE	
TOTAL SALES PRICE \$	29,860.00		temp. cert.			10-			1641			13187	
TRADE-IN ALLOWANCE	-		transfer			inspections			10-			11507	
NET SALES PRICE	29,860.00		sub. reg.			emissions			10-			11507	
STATE TAX COLLECTED	1791.60		info. change			TOTAL FEE \$			1791.60			1791.60	
VEHICLE SOLD IS: (Check any applicable)													
☐ DEMO ☐ REBUILT ☐ MANUFACTURER BUYBACK													
DEALER'S SIGNATURE													
DATE SIGNED													

CUSTOMER INFORMATION

Extended WARRANTY w/

UNIVERSAL UNDERWRITERS GROUP,
(Now Zurich North America)

1-800-643-9059

Contract Number
V300635310

Contract Date of Sale
10/05/2005

Vehicle Year
2002

Vehicle Make
ACURA

Vehicle Model
MDX TOURING

Vehicle Identification Number
2HNYD18812H

Coverage
PREFERRED PLAN

Optional Coverage

Deductible
\$100.00

Contract Term
USED VEHICLE PLAN 36 MONTHS/36,000 MILES

Effective Date
10/05/2005

Odometer Reading at Date of Sale
50,055

Expiration Date (12:01 AM Standard Time)
10/05/2008

Expiration Odometer Reading
86,055

Seller
JAMAICA BUICK LLC
182-30 JAMAICA AVE
JAMAICA NY 11423

Lienholder
JP MORGAN CHASE

Contract Obligor
UUSC SERVICE COMPANY
P.O. BOX 7922
SHAWNEE MISSION, KS 66207

Special Provisions

Application Id: V2951AAE
Booklet Id: V3100BAE

Windsor, CT

Home

Work

Mobile

DONNET A. JAMES

Fax

Director of consumer complaints - CA

To:

Atty General's Office - Motor

From:

Vehicle Board

-Consumer Mediation Svc Program

Fax: 916-323-1634

Pages:

12

Phone:

Date:

10/15/08

Re: PROBLEMS WITH MY ACURA MDX

cc:

☒ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

☐ Please Recycle

• Comments: Please see attached letter of utmost importance attached. Thank you for your prompt attention to this matter.