

AUG - 3 2010

Date: July 22, 2010

To: American Honda Motor Company, Inc.
Acura Automobile Division
Acura Client Services
1919 Torrance Blvd.
Torrance, CA 90501-2746

Subject: Request For Reimbursement – Automatic Transmission

I consider us to be a Honda Family as I have purchased only Honda vehicles for decades. I presently own a 2008 Honda Hybrid and a 2002 Acura TL.

I am disappointed to learn that my Acura TL with only 20,514 miles has again developed transmission problems. The first transmission problem was noted at 8,000 miles and supposedly corrected in 2004.

To my greater disappointment is the fact that even with the extended warranty for your defective transmission, which was driven for only 20,514 miles, I still have to pay \$1160 for its repair. For a Honda Acura with only 20,000 miles, this is not fair!

You are requested to reimburse me \$1160 that I paid to your dealer to correct this transmission. Attached is a copy of the papers that support this request.

15/
[REDACTED]
Walnut Creek, CA [REDACTED]

Co-Administrator, National Highway Traffic Safety Administration,
400 Seventh Street, SW, Washington, D. C. 20590 w/attachments

EXECUTIVE SECRETARIAT

2010 JUL 23 P

RECEIVED-NHTSA

Request For Reimbursement – Automatic Transmission

Fill in the following blanks. Please print clearly, and provide complete information.

Name

Daytime telephone number

Current Address

Apt. No.

WALNUT CREEK

CA

City

State

Zip Code

19UUA56662A

L73

20,514

\$ 1,160.00

Vehicle Identification Number (VIN)

Mileage at time of repair

Total amount requested

Was the vehicle towed in for repair? Yes ☒ No

If yes, what towing charges are you requesting? \$ 0

Name of facility that did the repair

ACURA of CONCORD
CONCORD, CA

ACURA of CONCORD

1340 CONCORD AVENUE
CONCORD, CALIFORNIA 94520
(925) 674-8900
www.acuraofconcord.com



CUSTOMER NO. 37167	ADVISOR JEFF BLANKENSHIP	TAG NO. 721	1706	INVOICE DATE 07/07/10	INVOICE NO. ACCS244669
WALNUT CREEK, CA	LABOR RATE	20,514	MILEAGE	COLOR ANTHRACITE/	STOCK NO.
	YEAR / MAKE / MODEL 02/ACURA/TL/4D			DELIVERY DATE 06/29/01	DELIVERY MILES 99
	VEHICLE I.D. NO. 19UUA56662A			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/01/10		
BUSINESS PHONE	COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 16ACZ-RPR2 AUTOMATIC TRANS TECH(S):409 513 WARRANTY
CUSTOMER STATES THAT AFTER DRIVING VEHICLE FOR A WHILE WHEN
TAKING OFF SLIPS IN FIRST GEAR - TCS LIGHT CAME ON -
CUSTOMER HAS AUTH OVERNITE ROAD TEST TO TRY AND DUPLICATE
IF NEEDED
VERIFIED TRANSMISSION SLIPPING - CHECKED FLUID FULL BUT DARK
INTERNAL TRANSMISSION FAILURE - RECOMMEND REPLACE
CODE P1750
REPLACED TRANSMISSION AND ECU PER ACURA GUIDELINES - ONE TIME
GOODWILL AUTH 5526699

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	06200-P7W-A77RM	WARRANTY A/T KI	
	1	37820-PJE-L65RM	ECU	
	2	90305-SD4-003	NUT, SPINDLE 2	
	6	08200-9001A	FLUID ATF-Z1	
TOTAL - PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
		DEDUCT WARRANTY DEDUCTABLE	244669
TOTAL - MISC			1160.00

JOB# 1 TOTALS MISC 1160.00

JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX ACCS JOB# 1 TOTAL 1160.00

LABOR
J# 2 63ACZ-WASH COURTESY WASH TECH(S):471 WARRANTY
PERFORM COURTESY WASH
PERFORMED PER REQUEST

JOB# 2 TOTALS

JOB# 3 CHARGES JOB# 2 JOURNAL PREFIX ACCS JOB# 2 TOTAL 0.00

LABOR
J# 3 70ACZ-CAR ACURA LOANER TECH(S):409 WARRANTY
24 HOUR COURTESY LOANER VEHICLE FROM ACURA OF CONCORD
(LOANER VEHICLE MUST BE RETURNED WITH-IN 24 HOURS OF VEHICLE
COMPLETION OR CHARGE OF \$39.95 A DAY WILL BE ADDED TO YOUR
INVOICE).

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX ACCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

FOR YOUR CONVENIENCE
TERMS: CASH
OR THE FOLLOWING
CREDIT CARDS
VISA
MASTERCARD
AMERICAN EXPRESS
DISCOVER

NOTICE TO CONSUMER: PLEASE
READ IMPORTANT WARRANTY
INFORMATION ON BACK.

PAID
JUL 08 2010
Discover

ACURA of CONCORD

SERVICE
MONDAY THRU SATURDAY
7:00 a.m. - 7:00 p.m.

1340 CONCORD AVENUE
CONCORD, CALIFORNIA 94520
(925) 674-8900
www.acuraofconcord.com



PARTS
MONDAY THRU FRIDAY
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
9:00 a.m. - 5:00 p.m.							

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/12/01	115367	10	141	244 447 244 244	I I I I	28ACZ 61ACZ-1 26ACZ-855 63ACZ	MISCELLANEOUS AOC PACKAGE PRO-PAC MOULDINGS DETAILS

SALESPERSON NO. 379

S E R V I C E

STATE REG# 170163

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD	VEHICLE ID. NO. 19UUA56662A	YEAR/MAKE/MODEL 02/ACURA/TL/4D	PRODUCTION DATE 06/29/01	STOCK NO. 99	LICENSE NO. 161550	R.O. NO. 11/16/04	
	CUSTOMER NO. 37167		SERVICE CONTRACT HENDRICK AUTOC		DELIVERY DATE 06/29/01	SELLING DEALER NO. 11/16/04	
	COLOR ANTHRACITE/EBONY		CONTRACT NO. 01		EXPIRATION DATE 8.128	EXPIRATION MILES 520	
	TURBO ACZZ		AIR COND. ACZZ	P.S. ACZZ	TRANS ACZZ	ADVISOR NO. 520	ADVISOR BRIAN
RESIDENCE PHONE WALNUT CREEK, CA		BUSINESS PHONE 02/00pm		Loss of personal property or partial theft of automobile is not insured or protected against loss occasioned by theft, fire and vandalism while property remains with the garage. I hereby authorize the repair work to be done along with the necessary materials and sublet repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond Dealer's control. I agree the vehicle may be held until all charges are paid in full including court costs, attorney fees, and any other collection are necessary.			
TIME RECEIVED 10:48am		DATE/TIME PROMISED 11/16/04		PRIORITY 6			
APPOINTMENT ☒ Yes ☐ No		LABOR RATE		CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREON: ☒			

ORIGINAL CUSTOMER ESTIMATE: TOTAL
0.00

X **W 50ACZ04-020 00-04 CL/TL 2ND GEAR**
CERTAIN OPERATING CONDITIONS CAN RESULT IN HEAT BUILDUP
BETWEEN THE COUNTERSHAFT AND SECONDARY SHAFT SECOND GEARS IN
THE AUTOMATIC TRANSMISSION. WITHOUT ENOUGH OIL FLOW TO
DISSIPATE HEAT, PROLONGED OPERATION UNDER THESE CONDITIONS
CAN EVENTUALLY RESULT IN DECREASED MATERIAL STRENGTH.

ORIGINAL ESTIMATE \$			
I acknowledge notice and oral approval of an increase in the original estimated price.			
1st REV. EST.	ADD. COST	PERSON CONTACTED	
DATE	TIME	CALLED BY	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐
2nd REV. EST.	ADD. COST	PERSON CONTACTED	
DATE	TIME	CALLED BY	HOW CONTACTED IN PERSON ☐ VIA PHONE ☐

FOR YOUR CONVENIENCE

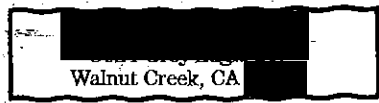
TERMS: CASH
OR THE FOLLOWING CREDIT CARDS
VISA
MASTERCARD
AMERICAN EXPRESS
DISCOVER

NOTICE TO CONSUMER: PLEASE READ IMPORTANT
WARRANTY INFORMATION ON BACK.

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL
MECHANICS TIME, BUT ARE SIMPLY OUR PRICES FOR PARTICULAR JOBS.
FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL
MECHANIC'S TIME AT OUR POSTED HOURLY RATE FOR SMOG RELATED
REPAIRS, OR THE MAXIMUM AMOUNT STATED IN OUR WRITTEN ESTIMATE.
IN THAT CASE, OUR REPAIR ORDER WILL SO INDICATE.

YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE
APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR
ADDITIONAL REPAIRS ARE NEEDED, YOU WILL BE CONTACTED FOR YOUR
ADVANCE APPROVAL OF A REVISED ESTIMATE.

BAR # AM-170163 US EPA ID # CAL 000030856



Administrator, National
Highway Traffic Safety Administration
400 Duwench St., SW
Washington, D.C.

20000/9999

20590

