

OCT 17 2011

[Redacted]  
Lexington, KY  
[Redacted]

Honda purchased from: Don Jacobs  
2699 Regency Road  
Lexington, KY 40503  
2004 Honda CR-V  
Purchased: March 3, 2011  
Mileage: 90,558

Warranty purchase: American Guardian Warranty Services, Inc.  
800 Roosevelt Road  
Glen Ellyn, IL 60134

To whom it may concern,

Test drove vehicle 3/2/11 with salesman #1, Matt Sturgill. During the test drive he turned on the a/c unit to test and the unit would not blow cold air, only warm. He said it was working. I said that air is warmer than it was outside. He then agreed with me.

Returned 3/3/11 and test drove vehicle again with salesman #2 Mark Bowen. Salesman #1 was off that day. During the second test drive he turned on the a/c unit to test and it was blowing cold air. He made the statement that salesman #1 was young and just didn't know how to turn the a/c on. (You have to press a button in order to engage the a/c).

I purchased the vehicle 3/3/11 and also purchased the extended warranty. When signing the papers to purchase the vehicle, the finance manager was talking to me about the extended warranty and said the only thing that usually happens with this year/model of vehicle is the a/c unit goes bad. The extended warranty is not effective until after 90 days. If the finance person told me that there was a 90 day wait, I do not remember but it is explained on the contract.

We experienced a hot day on May 17, 2011. I turned the a/c unit on (for the first time after purchasing the vehicle) and it would not blow cold air. The next day, May 18<sup>th</sup> I contacted my mechanic, Car Masters on Nicholasville Road Lexington, KY and scheduled an appointment. When I took the vehicle in I gave them my warranty papers in case the a/c unit was out. They checked the vehicle and determined that the compressor was bad. They contacted the warranty company which in turn denied the claim because it had not been 90 days, (approximately two weeks from 90 days). They

HC  
102411  
TW

gave me an estimate of \$1,298.27. I spoke with Car Masters and ask them if Don Jacobs could have done something to make the a/c unit work long enough to sell the car. He said the only thing they possibly could have done is filled it up with Freon and that may have frozen the compressor, however they could not commit to that.

I immediately went back to Don Jacobs and explained the situation that same day. Both salesman #1 and #2 spoke with someone (finance manager?). They advised me to wait until 6/10/11 and bring the vehicle in after 10 a.m., a date after the warranty was valid. They said that Don Jacobs does a lot of business with this warranty company and that the warranty company would probably take care of the situation and that one of the managers would call the warranty company. They said to be sure and bring it on a Friday as most people don't want to be hassled on Friday's so they would probably go ahead and approve even though Car Masters had already informed the warranty company of the situation.

I left thinking this would be okay. When I got home I read the contract and it states that you pay the first \$100.00 and the contract only covers \$1,000 for a/c repair.

I thought about this for a couple of days and decided they should be responsible for this because the first time I attempted to use the a/c after purchasing the vehicle, the a/c would not work.

I called Don Jacobs and ask for the general manager on 5/24/11. I spoke to his assistant Laurie (276-3554). She investigated and called me back 5/25/11. She said there was no way the warranty company would honor this cost of repair. She said Don Jacobs would be glad to look at the car and give me an estimate. She said they would work with me by giving me a discount. I took the car in 5/31/11.

Don Jacobs gave me an estimate of \$1,600. to \$2,000. to replace the a/c unit.

I consulted an attorney in Lexington, Ms. Jennifer McVey Martin. After reviewing my experience with Don Jacobs, she said I have a case however it would cost as much or more to retain her services as it would be to replace the a/c unit.

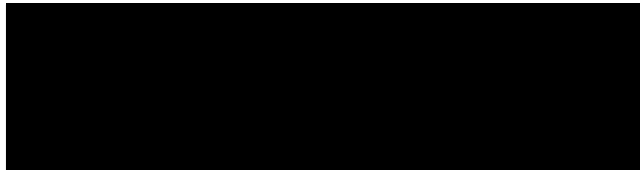
I phoned the home office of Honda in California in order to speak with a zone manager to see if they could offer assistance in resolving the issue. The person that screens their calls would not allow me to speak with a zone manager. He did advise me that the zone managers only work with dealerships if the vehicle was purchased as a certified used vehicle.

I have contacted Consumer Reports as you can see from the email copy attached. They advised that I contact the four agencies listed below.

I work for the University of Kentucky and am a single wage earner. I purchased the vehicle in good conscience with the expectation that the vehicle would last me four or more years. If there is anything that your agency can do to assist me with the above

situation I would be most appreciative. I feel like I have been cheated/scammed by this dealership. I have worked hard and been patient with the dealership to no avail.

Thank you for your help with this matter.



Cc: Center for Auto Safety  
1825 Connecticut Avenue, NW, Ste. 330  
Washington, DC 20009-5708

Council of Better Business Bureaus, Inc.  
4200 Wilson Boulevard  
Arlington, VA 22203

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

Jack Conway, Attorney General-State of Kentucky  
Consumer Protection Office  
1024 Capitol Center Drive  
Frankfort, KY 40601

Don Jacobs  
2699 Regency Road  
Lexington, KY 40503

Enclosures:  
Estimate- Car masters  
Estimate- Don Jacobs  
Consumer Reports email

[REDACTED]

---

**From:** Consumer Reports Customer Relations [customerservice@customerrelations.consumer.org]  
**Sent:** Wednesday, September 21, 2011 9:01 AM  
**To:** [REDACTED]  
**Subject:** Regarding your recent communication to Consumer Reports: Reference Number 000008294A

Dear [REDACTED]

Thank you for taking the time to contact Consumer Reports®. I want to express how much we value your choice of our products and services to help you make informed purchasing decisions.

As you know, monitoring and promoting both the quality and safety of automobiles is an integral part of our mission. We value your help in this effort. You have provided us with important feedback on your 2004 Honda CR-V, for which I thank you. I have forwarded your correspondence to our Auto Test Division and Editorial Staff for their review and consideration for future reports. I am sure that they, too, will find your experience to be of value.

You may also want to share your experience with the following organizations, which may be able to provide you with information and/or offer assistance:

- Center for Auto Safety (CAS), 1825 Connecticut Ave, NW, Ste. 330, Washington, DC 20009-5708. The CAS compiles information on defective automobiles, ranging from transmissions problems to paint problems. If you wish, you may send them a letter sharing your experiences with them. Should they have any information on your particular automobile, they will forward it to you, along with helpful information and advice within 10 days from date of receipt of their letter. They ask, but do not require, a \$.60 SASE to help keep their costs down. Or you can visit their website at [www.autosafety.org](http://www.autosafety.org).
- Council of Better Business Bureaus, Inc. at 4200 Wilson Boulevard, Arlington, VA 22203; 1-703-276-0100. The council of Better Business Bureaus, the umbrella organization for the BBBs, also provides programs and publications for consumers, and helps to settle disputes with automobile manufacturers through the BBB Auto Line program.
- National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, West Building, Washington, DC 20590, 1-888-327-4236 or 1-202-366-0123. The NHTSA assures compliance by domestic and foreign motor vehicle and equipment manufacturers with motor vehicle safety standards, automobile recalls, and airline problems. You may wish to visit their Website at <http://www.nhtsa.dot.gov>, where you will be able to obtain information on air bags, child safety seats, and automobile crash test results. You can also search through an extensive list of automobile and automobile equipment recall notices, and report any problems that you have encountered with your automobile.
- Your State Attorney General's Office, which resolves individual consumer complaints, conducts informational and educational programs, and enforces consumer protection and fraud laws. You can find their telephone number in the blue section of your telephone book or by visiting the following URL: <http://www.naag.org/current-attorneys-general.php>.

Consumer Reports is committed to making your experience positive and informative.

Sincerely,

Sean P. Tully

Coordinator  
Customer Relations Department

000008294A

Feedback from customers like you is truly appreciated. However, please do not reply to this e-mail. Replies sent to this email address cannot be answered. If you have additional comments, please click here:

<http://www.econsumeraffairs.com/consumers/contactusfollowup.htm?F1=000008294A&F2=SHOPSMART&F3=DEFECTPROD&F4=HONDACR-V&F5=HONDA&F6=I> feel that the dealer I bought my used car from scammed me. The air conditioner did not work, and the extended warranty I purchased was not helpful in fixing it.

**Car Masters**

Invoice

3801 Nicholasville Centre Drive #203  
 Lexington, KY 40503  
 Shop Phone: (859) 272-1070  
 Fax: (859) 272-1071

6724

  
 Estimate Ref #0  
 Date Printed: 05/18/2011  
 Printed Time: 2:02 pm

Hat/Ref: FULL SERVICE.....DONE RIGHT Time Promised:

[Redacted] Lexington, KY [Redacted] Work: [Redacted] Cell: ([Redacted])	2004 HONDA CR-V L4 2.4L 2354CC FI GAS N K24A1 VIN: JHLRD68464C [Redacted] License: [Redacted] Mileage In: 92,056 Unit #: SILVER Mileage Out: 92,056 DOM: 07/04	Date Written: 05/18/2011 Written By: Tim Morris Save Old Parts: No
--	--	--

Job Name	Description	Technician	Qty	List	Extended
Air Conditioning	Check Air Conditioning	MP			
Labor AC	Work Requested - Check Air Conditioning System				34.95
Work Performed - A/C COMPRESSOR HAS INTERNAL FAILURE. NEED TO REPLACE THE A/C COMPRESSOR, CONDENSOR W/DRIER AND EXPANSION VALVE. WILL NEED TO FLUSH A/C SYSTEM - ESTIMATE.....\$1,298.27 - RECOMMEND REPLACING THE SERPENTINE BELT, WORN.....\$48.61 (WITH A/C WORK) **A/C CONDENSOR CANNOT BE FLUSHED **					

Payment Date	Type	Method	Amount
<b>Payment Totals:</b>			

Parts:	\$0.00
Labor:	\$34.95
Sublet:	\$0.00
Misc:	\$0.00
Hazmat:	\$0.00
Supplies:	\$0.00
Tax:	\$0.00
<b>Invoice Total:</b>	<b>\$34.95</b>

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto.

Authorized By \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

# DON JACOBS

Honda · BMW · Volkswagen  
 2699 Regency Road · LEXINGTON, KENTUCKY 40503  
 (859) 276-5555

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

**Thank You**

RECEIVED BY: **X**

DISCLAIMER OF WARRANTIES - ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME OR ANY OTHER INCIDENTAL DAMAGES. ALL PARTS WILL BE DISCARDED UNLESS REQUESTED BY CUSTOMER.

CUSTOMER NO. <b>72259</b>	ADVISOR <b>MONICA BISHOP</b>	184	TAG NO. <b>5511</b>	INVOICE DATE <b>05/31/11</b>	INVOICE NO. <b>HOCS321059</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>92,434</b>	COLOR <b>SILVER/</b>	STOCK NO. <b>902431</b>
<b>LEXINGTON, KY</b>	YEAR / MAKE / MODEL <b>04/HONDA/CRV/CRV LX</b>			DELIVERY DATE <b>03/03/11</b>	DELIVERY MILES <b>90,558</b>
	VEHICLE I.D. NO. <b>J H L R D 6 8 4 6 4 C</b>			SELLING DEALER NO.	PRODUCTION DATE <b>07/01/04</b>
	F. T. E. NO.	P. O. NO.		R. O. DATE <b>05/31/11</b>	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

MO: 92435

LABOR & PARTS  
 J# 1 23HOZ03 \*A/C CONCERN TECH(S):424 INTERNAL  
 CUSTOMER STATES A/C IS INOP...  
 COMPRESSOR FAILURE WITH SYSTEM CONTAMINATION  
 SYSTEM REPLACEMENT RECOMMENDED PER TSB 09-076 TO INCLUDE  
 COMPRESSOR, COMPRESSOR CLUTCH AND COIL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PKPAC	AC RECHARGE KIT			INTERNAL
JOB # 1	1	N145080-0010X	DRUM REFR			INTERNAL
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+33HOZ04 MISCELLANEOUS TECH(S):424 INTERNAL  
 Added Operation (3TECH @ 05/31/2011 11:24)  
 HOLD FOR AUTHORIZATION  
 MAJOR SYSTEM REPAIR  
 CUSTOMER DECLINES AT THIS TIME.

*Meridian - [unclear] lead*  
*Honda \$2000*

*good job*  
*Bob*

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

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

COMMENTS  
 257-8952

TOTALS

THANK YOU FOR CHOOSING DON JACOBS FOR YOUR HONDA MAINTENANCE AND SERVICE NEEDS. WE APPRECIATE YOUR TRUST. IF ANY ASPECT OF YOUR VISIT TODAY CANNOT BE RATED AS EXCELLENT PLEASE CALL OUR SERVICE MANAGER, JEFF STERRY, AT (859) 276-5555 TO DISCUSS YOUR CONCERNS. OUR GOAL IS TO PROVIDE EXCEPTIONAL SERVICE TO EACH GUEST ON EVERY VISIT.	TOTAL LABOR....	0.00
	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.....	0.00

AMERICAN HONDA MAY CALL FOR YOUR COMMENTS REGARDING YOUR SERVICE VISIT. WE NEED YOUR COMMENTS ON THE WRITTEN SURVEY. PLEASE ASK HONDA TO MAIL OR E-MAIL A WRITTEN SURVEY.

**TOTAL INVOICE \$ 0.00**

DID SERVICE ADVISOR REVIEW HONDA MULTI POINT INSPECTION  
 YES NO  
 DID SERVICE ADVISOR COMPLETELY EXPLAIN YOUR SERVICE  
 YES NO

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

Reynolds and Reynolds EFAINTIVE CC234887 Q (02/06)

CUSTOMER COMMENTS

NAME:



NAME ID 72259

1. A/C REPAIR ESTIMATE PROVIDED 5/31/11. PRICE QUOTE GOOD FOR
2. 90 DAYS
3. HONDA PARTS \$2000
4. MERIDIAN \$1600
- 5.

(LINE#) (M=MODIFY) (D=DELETE) (E=ENTER)

|TAG:5511 RO:321059 ADV:184 MONICA BISHOP  
 |CUSTOMER NAME: [REDACTED]  
 |HOME PHONE: [REDACTED]  
 |BUS. PHONE: [REDACTED]  
 |VIN:JHLRD68464C [REDACTED]  
 |EMAIL:  
 |PREFERRED CONTACT:

RO STATUS: IN PROCESS  
 RO DATE/TIME: 5/31 07:42  
 PROMISE DATE/TIME: 5/31 04:00  
 PICK-UP DATE/TIME:

STATUS: SUBMITTED DATE/TIME: 05/31 10:50 TECH: 424 JAMES MCDONNELL  
 MSG 1 COMPRESSOR FAILURE WITH HEAVY SYSTEM CONTAMINATION.  
 PRICING ON KIT "C" WITH CLUTCH AND COIL \$2439.00, NOT IN STOCK, 7.5L  
 I THINK THERE IS AN AFTERMARKET KIT FOR THESE (JEFF SHOULD KNOW THE PRICING ON THAT)

*Declined at this time. Put a note that we will honor this for 90 days.*

(E=ENTER) (R=REPLY) (N=DENY) (Y=APPROVE)

USE 'R' , 'N', OR 'Y' TO ENTER MESSAGE AND CHANGE STATUS, 'E' TO EXIT OR SEND

<u>Cost</u>	Kit C.	Cost	Retail
		1099.66	1983.90
	Coil	54.57	111.80
<u>39pound</u>	Clutch	141.30	275.70
	fun.	9.99	19.99

Meridian \$850  
\$100

Comp.  
 and.  
 disp  
 exp.  
 Flush oil & seals

\$2000  
 \$1500 (800)  
 \$1600

*1-859-509-4447*

03/07/11 316314  
03/01/11 315989  
01/31/11 314217

90675 184  
90537 392  
90483 184

379 I 33HOZ07  
424 I 03HOZ01  
424 I 04HOZ1  
424 I 33HOZ04  
424 I 18HOZ03  
424 I 23HOZ03

MAKE EXTRA KEY(S)  
\*DRIVEABILITY CONCERN  
USED CAR INSPECTION  
MISCELLANEOUS  
LIGHTING CONCERN  
\*A/C CONCERN

S E R V I C E

SALESPERSON NO. 293 MARK A. BOWEN

JHLRD68464C

04/HONDA/CRV/CRV LX

902431 TEMP 321059

72259

03/03/11 90,558 05/31/11

LEXINGTON, KY

SILVER/

03/03/16 100,000 5511

HOZZ Y Y A 92,434 184 07/01/04

07:42am

STATE REG# 2

05/31/11 04:00pm 4

X

ADVISOR: MONICA BISHOP

ORIGINAL CUSTOMER ESTIMATE: TOTAL  
0.00

X

02HOZFEA	WHEEL ALIGNMENT	MI	77.00
02HOZPSF	POWER STEERING FLUSH	MI	87.48
02HOZBRFL	*REPLACE BRAKE FLUID	MI	63.50
08HOZ09	WHEEL ALIGNMENT	MI	65.00
02HOZMIST	MIST	MO	49.95

COMMENTS :

1 | 23HOZ03 \*A/C CONCERN  
CUSTOMER STATES A/C IS INOP...

[Redacted]  
Lexington, Ky [Redacted]



National Highway Traffic Safety Administration  
1200 New Jersey Ave SE West Bldg.  
Washington, DC 20590