

JUL - 8 2013

CL-10524429-1762

Date: 6.29.2013.

Phone: [REDACTED]

DOT Auto Safety Hotline,
1200 New Jersey Ave. SE,
West Building,
Washington, DC 20590.

Ref: Acura TSX 2013.

VIN: JH4CU2F46DC [REDACTED]

The above mentioned vehicle was bought on April 29, 2013 from King Acura of Hoover, AL. At night, when driving with lights on, I notice a big shadow in front of the car. It poses a safety hazard at night when driving down a winding and hilly road. From the highlighted area in the enclosed report, it appears that other drivers have also complained about it. However, at the time of sale, this was not mentioned to me. Unfortunately, before buying, I did not test drive the car at night.

On occasions I have noticed car accelerating when applying brakes. At times I have to press hard on brakes to slow down the car. I had been driving over 50 years and drive with one foot which is either on accelerator or on breaks. During check up of my car, I had no such problem with loaner TSX car.

Car manufacturer claims that no defects were found (copy enclosed).

I request you to please look into these problems as these pose safety hazards and someone may get hurt or even killed. I am scared to drive this car and am trying to get rid of it when it has been driven less than 500 miles. I live "Over the Mountain Area".

With many thanks,

Sincerely yours,

[REDACTED]

- Copy to: 1. Acura: Customer Relations Dept., 1919 Torrance Blvd, Mail Stop 500-2N7E, Torrance, CA 90501-2746.
2. King Acura: 1687 Montgomery HWY, Hoover, AL 35216.
3. Consumer Reports: Customer Service, 101 Truman Ave., Yonkers, NY 10703-1057: Was the car tested at night on hilly roads?

NM
71113
SHD



"Where We Make Luxury Affordable"

1687 MONTGOMERY HIGHWAY - HOOVER, AL 35216

(205) 313-8200 - FAX: (205) 313-8204

TOLL FREE: 1-800-446-1237

EMAIL ADDRESS: SERVICE@KINGACURA.COM

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 3:00 p.m.-Saturday

R/O Open Date	R/O Number
6/19/13	6058467/1
R/O Close Date	Status
6/21/13	Pre-Invoice
Mileage In	Mileage Out
298	340
Service Advisor / Tag #	
CHRIS BROOKS/6145	
Vehicle Identification Number	
JH4CU2F46DC	
Delivery Date	In-Service Date
4/29/13	4/29/13
Color	License Number
SB/GS	

VESTAVIA HILLS, AL			Work Phone
Year			Home Phone
2013	ACURA	TSX	4DR SDN I4 AUTO
13303			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Email: [REDACTED]</p> <p>#1 - 23ACZ: EXTERNAL LIGHTING CUSTOMER STATES AT NIGHT CAN SEE A LINE THAT CUTS OFF HEADLIGHT BEAMS..LOOKS LIKE HEADLIGHTS ARE TOO LOW Caused by COMPAIRED TO LIKE UNIT...SAME Work performed by RYAN STEWART (777) HID NORMAL OPERATION. SERVICE NEWS CONFIRMED CLIENTS CONCERN (DEC 2010) HEADLIGHTS ARE OPERATING NORMALLY Sub Total: .00</p>	Warranty
<p>#2 - 10ACZ: DRIVEABILITY CUSTOMER STATES CAR HAS ACCELERATED 3 TIMES ON ITS OWN WHEN APPLYING THE BRAKES Caused by AHMC REPRESENTITIVE INSPECTED VEHICLE AS REQUESTED Work performed by RYAN STEWART (777) NO DEFECTS IN MATERIALS OR FACTORY WORKMANSHIP WERE FOUND</p>	
<p>#3 - BATT: COURTESY BATTERY INSPECTION AND TEST Caused by TESTED BATTERY Work performed by RYAN STEWART (777) BATTERY IS TESTING GOOD AT THIS TIME Sub Total: .00</p>	
<p>TERMS: CASH AND MAJOR CREDIT CARDS GLADLY ACCEPTED. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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."</p> <p>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. Any limitation contained herein does not apply where prohibited by law.</p> <p>YOUR TIME IS IMPORTANT TO US! WE OFFER ONLINE APPOINTMENT SCHEDULING AT www.kingacura.com. THANK YOU FOR YOUR BUSINESS.</p> <p>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</p>	<p>LABOR</p> <p>PARTS</p> <p>DEDUCTIBLE</p> <p>SUBLET</p> <p>SHOP SUPPLIES</p> <p>HAZARDOUS MATERIALS</p> <p>SALES TAX OR TAX I.D.</p> <p>SPECIAL ORDER DEPOSIT</p> <p>DISCOUNTS</p> <p>TOTAL DUE</p>

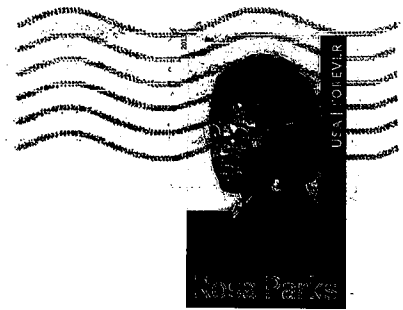
6.29.13
← AT THE TIME OF SALE, THIS WAS NOT DISCLOSED TO ME

X

[Redacted]
Vestavia Hills, AL

BIRMINGHAM AL 352

29 JUN 2013 PM 2 L



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1200 New Jersey Ave. SE,
West Building,
Washington, DC 20590.

20590

