

NOV 13 2013

CL-10524429-3897

[REDACTED]  
Birmingham, AL [REDACTED]

Date: Nov.2, 2013.

Phone: [REDACTED]

King Acura,  
1687 Montgomery Highway,  
Hoover, AL 35216.

Ref: 2013 Acura TSX.

VIN: JH4CU2F463C [REDACTED]

I appreciate King Acura Service Department for checking brakes of my car.  
Around 5 PM on Oct. 23, 2013, a clear day, I was returning home after shopping at Aldi  
supermarket in Homewood. Near Lakeshore Parkway intersection on Green Spring  
Highway, I tried to slow down my car but brakes won't work. I had to pull my car off the  
Road to avoid hitting car in front.

I am pleased that nothing wrong was found with brakes (copy of the report is attached). I  
hope I will have trouble free performance from this car in the future.

With many thanks,

Sincerely Yours,

[REDACTED]

Copy to: Acura, Customer Relations Department.

DOT, Auto Safety Hotline: For your information and record.

NM  
11/13  
SMD

# ACURA King Acura

"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
10/28/13	6063000/1
R/O Close Date	Status
10/31/13	Pre-Invoice
Mileage In	Mileage Out
1671	1681
Service Advisor / Tag #	
CHRIS BROOKS/8579	
Vehicle Identification Number	
JH4CU2F46DC	
Delivery Date	In-Service Date
4/29/13	4/29/13
Color	License Number
SB/GS	

[REDACTED]			Work Phone	
VESTAVIA HILLS, AL [REDACTED]			Home Phone	
Year	Make	Model	Body	
2013	ACURA	TSX	4DR SDN I4 AUTO	
13303				

**DESCRIPTION OF SERVICE AND PARTS**

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Email: [REDACTED]</p> <p>#1 - 10ACZ: DRIVEABILITY            CUSTOMER STATES WAS DRIVING ABOUT 35 MPH AND HAD TO SLAM ON BRAKES AND CAR WOULD NOT STOP...HAD TO PULL TO THE SIDE OF THE ROAD            Caused by            TEST DROVE CAR...INSPECTED BRAKE SYSTEM            Work performed by RYAN STEWART (777)            UNABLE TO DUPLICATE . BRAKES ARE OK AT THIS TIME            CALLED TECH LINE ..NO KNOWN ISSUES            REF# 3498111</p>	Internal
<p>#2 - BATT: COURTESY BATTERY INSPECTION AND TEST            Caused by            TESTED BATTERY            Work performed by RYAN STEWART (777)            BATTERY IS TESTING GOOD AT THIS TIME</p>	Internal
<p>#3 - MULTI: COURTESY MULTI POINT VEHICLE INSPECTION            Work performed by RYAN STEWART (777)            NO ISSUES TO REPORT</p>	Internal
<p>#4 - 99ACZ01: CAR WASH COURTESY CAR WASH AND VACUUM(14.95 VALUE)</p>	
<p>#5 - 97ACZLOANE: LOANER VEHICLE</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."

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.

**YOUR TIME IS IMPORTANT TO US!**  
 WE OFFER ONLINE APPOINTMENT SCHEDULING AT [www.kingacura.com](http://www.kingacura.com).  
 THANK YOU FOR YOUR BUSINESS.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[REDACTED]  
Vestavia Hills, AL [REDACTED]

BIRMINGHAM AL 350

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Department of Transportation,  
Auto Safety Hotline,  
1200 New Jersey Avenue. SE,  
West Building,  
Washington, DC 20590.

20590

