

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received AUG 29 2013 25-JUL-2013	Repository ☐ Reference No. 10531866		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address	
City FORT WORTH		State TX	Zip Code		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 19UUA66227A			Make ACURA	Model TL	Model Year 2007
Date Purchased 02/24/2007	Dealer's Name and Telephone Number GOODSON ACURA			Engine: No: Cylinders 3.2L V6	Fuel Type: gasoline premium recommended
Original Owner ☒	Dealer's City DALLAS	State TX	Zip Code 76107		
Transmission Type 5 speed auto automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain FWD - Drive Belt		Multiple Failure: YES SAME PROBLEM	Incident Date(s) 04-FEB-2008
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 15000 119,000	Failure Speed 65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2007 ACURA TL. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE VEHICLE STALLED AND ALL OF THE WARNING LAMPS ILLUMINATED. THE VEHICLE WAS TOWED TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE HANDS FREE LINK FAILED, CAUSING THE BATTERY TO DRAIN. AS A RESULT, THE ALTERNATOR AND HANDS FREE LINK NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 15,000 AND THE CURRENT MILEAGE WAS 119,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

[REDACTED]
Fort Worth, TX [REDACTED]
[REDACTED]

August 19, 2013

Randy Reid, Correspondence Research Division
US Department of Transportation
National Highway Safety Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

I am the original owner of the '07 Acura TL Sedan Vin Number: 19UUA66227A [REDACTED]
purchased on 2/24/2007

Serious Safety Problem: Electrical system failure

I am reporting a serious defect with the electrical system for which Acura needs to issue a recall or at least warn its drivers that the vehicle can become unreliable and fail.

Source of the Defect: The Hands Free Link (HFL)

The Hands Free Link unit can cause a 'drain' on the battery and if the HFL is not replaced, it can ruin the alternator and the entire electrical system. When researching the on-line car forums the Acura HFL is known issue and commonly referred to "the vampire". I was shocked to learn of the extent of this problem and dismayed that Acura has not issued a recall or warning.

From the internet: I thought I would weigh in on this because I have been reading the forums on this issue and my wife's 2006 TL had this issue last month. I did research on this issue here as well as other Acura forums and gathered a lot of facts on this issue prior to calling the dealership. I told them it was a common problem with the TLs, mentioned the service bulletin that covers 2004TLs and asked them to look at it for free (the diagnostic charge is \$135). I mentioned that it is all over the web.

Date of vehicle failure: July 14, 2013

Five days after putting in yet another new battery and 3 days after the vehicle sat in a covered parking lot at the train station, I had to have the battery jump started again. After driving for 20 minutes the charging system went dead and the vehicle shut down without any warning, leaving me stranded on the highway on a Sunday night. Fortunately, I was able to maneuver to the shoulder and I didn't cause a wreck. I had the vehicle towed to NorthEast Acura, 942 New Loudon Road, Latham NY and I spent the night in a hotel across the street from the dealership.

My Honda/Acura history

I purchased this vehicle new on 2/14/ 2007. It was my 7th Honda/Acura vehicle and I also have a 2012 TL.

I have been a loyal Honda/Acura fan because of the reliability and safety of its vehicles and recalls when necessary. This hasn't been the case this time. I maintain my vehicles extremely well and have a computer spread sheet for each vehicle that I have owned. My service advisors, Richard Furcht at Goodson Acura in Dallas, TX and Steve Metcalf at Hondamotive in Ft Worth, TX, can attest to my diligence in maintaining my vehicles.

Red Flags that went un-noticed: Numerous (5) battery failures

In hindsight, there have been several warnings on the electrical system failure that was a problem waiting to happen. Neither the Acura service advisors, the factory trained mechanics nor Acura USA picked up on:: repeated battery failures. While Acura made good on the batteries, no one thought to consider what was causing the repeated failures (each within a shorter time frame) and fix the root of the problem.

Specifics: The Hands Free Link unit has a 'high drain' that can ruin the entire electrical system.

While I'm not a mechanic, it's my understanding that the Hands Free Link unit can create a 'drain' on the battery and if not replaced, ultimately causes the alternator and the entire electrical system to fail. Unfortunately this tends to happen after the vehicle is out of warranty. According to the car forums on the internet, many Acura owners are simply disabling the HFL unit when they discover that the cost of a new unit can run up to \$600 and Acura is not offering any financial assistance. While this is a solution, it's a short cut fix that lowers the resale value of the vehicle. This is unfortunate because Acura is generally perceived to be a safe vehicle at high mileage. (I drove my first Acura over 200,000 miles without serious problems.)

History of Battery Failures

Battery failures:

2/4/2008 at 15,189 miles – Goodson Acura, Dallas, TX replaced under warranty

5/21/2010 at 63,393 miles – Goodson Acura, Dallas TX replaced under warranty

5/14/2012 approximately 90,000 miles – had the battery re-charged

11/2012 approximately 100,000 miles – new battery purchased at Advanced Auto Parts, Clifton Park NY (it was a Sunday and the Acura dealership was closed.

12/6/2012 I took the failed OEM Acura battery to NorthEast Acura in Latham NY and spoke to Acura USA customer service, which send a reimbursement check for the battery

7/9/2013 Advanced Auto Parts, Saranac Lake, NY – the battery tested failed and a new battery was installed. The alternator tested 'good'.

I would need to check with AAA to see if it's possible to get a record of how many times they were called out to jump start the batteries in this vehicle.

History of phone calls to Acura USA Customer Service 800.382.2238 (6)

In July 2013 'Chris' told me that Acura Customer Service has a log of all the calls that have been made on this vehicle and every call has been about a battery issue.

Here are some of the dates that I remember. Unfortunately, I didn't think to keep a record of all the calls to Acura USA. 5/2010, 5/17/2012, 12/6/2012, 7/25/2013

In July Acura USA issued a case number and they agreed to pay part, but not all, of the repair bill. While I thought they should have paid for the entire bill they would not and I needed to get the car back. Acura Case Number: B012013-07-10075

Repair Estimate:

If someone had realized the problem was the Hands Free Link unit, the repair bill would have been around \$500. But left unchecked the repair bill has escalated to \$1307.63, which could have been avoided. But more importantly, these vehicles shouldn't be on the highways with such a serious potential problem.

Hands Free Link:.....\$ 469.27
Alternator.....\$ 698.54
A/C Relay.....\$ 12.43
Diagnostic Fee.....\$ 127.39
Total.....\$ 1307.63

CONCLUSION

In conclusion, the Hands Free Link unit started to fail during the warranty period. It caused a number of batteries to fail. While the batteries were repeatedly replaced, Acura failed to recognize the real cause of the problem and correct it.

I was misled into thinking that the vehicle was safe to drive. It's a safety issue for which the HFL design has been culpable since the car was sold to me. I'm guess I'm fortunate that I only end up with a big repair bill and I didn't injure myself or others.

I believe that this needs a complete and thorough investigation. This is a popular body style and as an owner of a 2004 and a 2007 Acura TL I see a lot of them on the highway. But I won't drive next to or behind one anymore.

Thank you for reading this long letter, and for your interest in removing 'unsafe' vehicles from the highways. If you have any questions or need more info feel free to contact me.

Sincerely,


Enc:

1st OEM battery replacement – Goodson Acura

2nd OEM battery replacement – Goodson Acura

Battery recharge service - Walmart

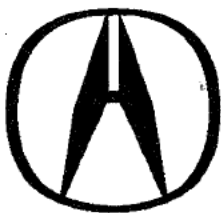
Fax to Northeast Acura re: with proof the 2nd battery replacement, exhibit #2

NorthEast Acura repair estimate (this includes the routine drive train maintenance)

I decided to have the drive train maintenance work done while the electrical system was being fixed even though the maintenance minder had not yet become illuminated.

Since I have owned several Honda/Acuras, I knew that this service would be due soon.

And the dealership wanted to add a few extra items.



GOODSON ACURA

1750 E. AIRPORT FREEWAY IRVING, TEXAS 75062

SERVICE (972) 554-8705

PARTS (972) 554-1334

SALES (972) 554-0505



01011ACCS240687

CELL: [REDACTED]

CUSTOMER NO. 63940	ADVISOR JAMES GROGAN	TAG NO. 177 8659	INVOICE DATE 02/04/08	INVOICE NO. ACCS240687
FORT WORTH, TX [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,189	COLOR NIGHTHAWK B
	YEAR / MAKE / MODEL 07/ACURA/TL/4D			STOCK NO. 7A018659
	VEHICLE I.D. NO. 19UUA66227A			DELIVERY DATE 02/24/07
	F.T.E. NO.			DELIVERY MILES 16
BUSINESS PHONE		COMMENTS	MO: 15189	

LABOR & PARTS-----
1 20AC771 DINGS & SCRATCHES TECH(S): 136 0.00
NO PRIOR BLEMISHES NOTED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

2 20AC73 HAVE TO JUMP START TECH(S): 136 WARRANTY
CUSTOMER STATES THAT THEY HAD TO JUMP START THE CAR
REPLACED BATTERY.
710100 .5

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 31500-SD4-100M BATTERY 24F/55 0.00
JOB # 2 1 31500-SD4-100M CORE RETURN 0.00
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

3 20AC7 FREE WASH & VACUUM TECH(S): 136 0.00
CUSTOMER STATES: FREE WASH AND VACUUM

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

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

COMMENTS-----
CONTACT: CELL: [REDACTED] NO PRIOR BLEMISHES NOTED

TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

ASK ABOUT OUR PREFERRED LOYALTY CARD PROGRAM

***** THANKS FOR CHOOSING GOODSON ACURA *****

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER, GOODSON ACURA, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. GOODSON ACURA, INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO PROPERTY CODE, § 70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT, UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X
Signature of Person Responsible or Agent for Person Responsible for Payment

Thank You



GOODSON ACURA

1750 E. AIRPORT FREEWAY • IRVING, TEXAS 75062

SERVICE (972) 554-8705
PARTS (972) 554-1334
SALES (972) 554-0505



0101IACQS288587

CELL

CUSTOMER NO. 63940	ADVISOR BEN SRINANT	138	TAG NO. 8656	INVOICE DATE 05/21/10	INVOICE NO. ACQS288587	
FORT WORTH, TX	LABOR RATE		MILEAGE 63,393	COLOR NIGHTHAWK B	STOCK NO.	
	YEAR / MAKE / MODEL 07/ACURA/TL/4D			DELIVERY DATE 02/24/07	DELIVERY MILES 16	
	VEHICLE I.D. NO. 19UUA66227A			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/21/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 63394

LABOR & PARTS
J# 1 23ACZ00 BATTERY TEST TECH(S):135 WARRANTY

PERFORM HONDA BATTERY TEST
BATTERY FAILED LOAD TEST AT 0 CCA
REPLACED BATTERY
710100 560 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	31500-SD4-100M	BATTERY 24F/55	
JOB # 1	-1	31500-SD4-100M	CORE RETURN	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 12ACZ 28 POINT INSPECTION TECH(S):135 WARRANTY
MULTI POINT INSPECTION
PERFORMED ACURA 28 POINT INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT 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
CONTACT: WILL WAIT... - NO PRIOR BLEMISHES NOTED

TOTALS

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
TOTAL INVOICE \$	0.00

I GIVE EXPRESS WRITTEN CONSENT TO BE CONTACTED VIA THE
TELEPHONE NUMBER I HAVE PROVIDED FOR FUTURE OFFERS AND ALL
MATTERS CONCERNING MY VEHICLE.....

***** THANKS FOR CHOSSING GOODSON ACURA *****

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES:

ANY WARRANTIES ON THE PRODUCTS
SOLD HEREBY ARE THOSE MADE BY
THE MANUFACTURER. THE SELLER,
GOODSON ACURA, INC. HEREBY EX-
PRESSLEY DISCLAIMS ALL WARRANT-
IES EITHER EXPRESSED OR IMPLIED
INCLUDING ANY IMPLIED WARRANTY
OR MERCHANTABILITY OR FITNESS
FOR A PARTICULAR PURPOSE.
GOODSON ACURA, INC., NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING
ON BEHALF OF THE PERSON, WHO IS
OBLIGATED TO PAY FOR THE REPAIR
OF THE MOTOR VEHICLE SUBJECT TO
THE REPAIR AGREEMENT. I UNDER-
STAND THAT THE VEHICLE IS SUBJECT
TO REPOSSESSION IN ACCORDANCE
WITH BUSINESS AND COMMERCE
CODE, §9.609. IF PAYMENT FOR THE
REPAIR OF THE MOTOR VEHICLE BY A
CHECK, MONEY ORDER, OR A CREDIT
CARD TRANSACTION IS STOPPED,
DISHONORED BECAUSE OF IN-
SUFFICIENT FUNDS, NO FUNDS, OR
BECAUSE THE MAKER OR DRAWER OF
THE ORDER OR THE CREDIT CARD
HOLDER HAS NO ACCOUNT, OR THE
ACCOUNT UPON WHICH IT IS DRAWN
OR THE CREDIT ACCOUNT HAS BEEN
CLOSED.

X

Signature of the Person Responsible or Agent
for Person Responsible for Payment

Thank You

IMPERIAL TOWING
3510 N. GROVE
FORT WORTH
TX
76106
USA
817-625-7244

5/14/2012
10:10 AM

JOB NUMBER: 00005191

TECHNICIAN: 82682

19UUA66227A

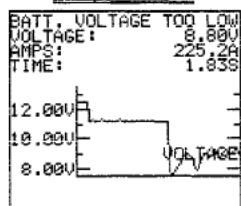
2007
ACURA
TL

OE CCA: 550

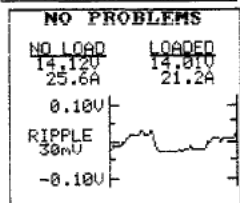
BATTERY RESULTS
VOLTAGE: 9.85V
MEASURED: 60 CCA
RATED: 550 CCA
TEMPERATURE: 78°F
CHARGE & RETEST

Test Code
OUL1P5-865772-GG

STARTER TEST



CHARGING SYSTEM TEST



Walmart

Tire & Lube Express

WALMART# 00940
6770 WESTWORTH BLVD
WESTWORTH VILLAGE, TX 76114-0000 US
(817)570-9538
LIC# 09868271

Service Order:



485700 51192

DATE 05-14-2012	NAME [REDACTED]	FT WORTH, TX [REDACTED]	PHONE # [REDACTED]
YEAR 2007	MAKE ACURA	MODEL TL	COLOR Black
LICENSE [REDACTED]	ODOMETER 1	CUSTOMER ARRIVAL TIME 2012-05-14 10:47 AM	SERVICE COMPLETED TIME 2012-05-14 12:04 PM

Service Description	Service
BATTERY SERVICE - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 WM BATTERY INSTALL - Core Charge - NO ACTION	0.00
- Tire Pressure - Drv Front - CHECKED, 32 - Tire Pressure - Pass Rear - CHECKED, 32 - Replace Battery - Primary Batt - CHECKED	0.00
TREAD DEPTH Drv Front - 6/32 Drv Rear - 6/32 Pass Front - 6/32 Pass Rear - 6/32	

Merchandise Description	Quantity	Unit Price	Merchandise

Customer Comments	Total (Excluding Tax & Govt. Fees)	0.00
Technician Comments BATTERY CAME OUT GOOD	DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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. Wal-Mart is not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond Wal-Mart's control. I understand Wal-Mart did not inspect my tires for safety. Wal-Mart only: (1) Visually reviewed the tires for conditions obvious to the naked eye and in plain sight; (2) Measured tread depth in only one place on each tire with a device that provides no exact measurement; and (3) Checked and adjusted (if necessary) air pressure. The tread depth may not be the same at all places on a tire. Driving conditions will affect the safety and performance of my tires.	
	 CUSTOMER SIGNATURE	05-14-2012 DATE

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED

DATE

BATTERY TECHNICIAN: BERNARDO 8167
COMMON TECHNICIAN: BERNARDO 8167
SERV WRTR/GREETER: TINA 6295

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

12-6-2012

FAX

FAX

FAX

FAX

FAX

PROOF OF OEM
REPLACEMENT ON
5/21/2010

FOR NORTHEAST ACURA

518-785-0810

ATTENTION: CHRIS COLLINS

PAGE 1 OF 2 PAGES

FROM

TEL [REDACTED]

Date: Friday, July 19, 2013 8:23 AM

<i>Prime Item & Related Repairs</i>					
<i>Repair Description</i>		Labor	Part	Line Tax	Total
Alternator (producing no current with battery charged and vehicle running voltage monitored by volt meter drops)		\$296.00	\$350.80	\$51.74	\$698.54

	Maintenance					
	Repair Description		Labor	Part	Line Tax	Total
	Maintenance					
11			\$0.00		\$0.00	\$0.00
12	Timing belt (not mentioned on last email but recommended by northeast Acura by time and miles)		\$589.50	\$85.00	\$53.96	\$728.46
13	Spark plugs replaced.		\$117.95	\$175.00	\$23.44	\$316.39
14	Water pump (includes coolant) Recommended by northeast Acura when replacing t-belt.		\$93.60	\$222.59	\$25.30	\$341.49
15	Brake fluid		\$159.00		\$12.72	\$171.72
16	Rear brake pad replacement and resurface of rear rotors.		\$260.00	\$75.00	\$26.80	\$361.80
17	tire rotation		\$32.35		\$2.59	\$34.94
	Repairs Total		\$1,252.40	\$557.59	\$144.80	\$1,954.79

7/19/2013 8:44 AM

(Service Advisor Copy)

By Whom: _____
\$ _____

John Sanders

Service & Parts Director

Northeast Acura

942 New Loudon Road

Latham NY. 12110

Phone-518-785-4105

Fax-518-785-0810

This e-mail transmission and any documents, files or previous e-mail messages attached to it, are confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you are not the intended recipient, or a person responsible for delivering it to the

Fort Worth, TX

Randy Reid, Correspondence Research
Division
US Department of Transportation
National Highway Safety Traffic Safety
Administration
1200 New Jersey Avenue SE