



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

03-APR-2014

Repository ☐

Reference No.
10577252

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

ST. LOUIS

State

MO

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

19UUA5649XA

Make

ACURA

Model

TL

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

23-JUL-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 980000 UNKNOWN OR OTHER

Failure Mileage

76000

Failure Speed

20

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

1

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).

ON JULY 23, 2011, MY HAND AND ELBOW WERE PERMANENTLY DISABLED, WHEN MY 1999 ACCURA TL ROLLED BACKWARDS DOWN THE DRIVEWAY AND KNOCKED ME DOWN. AS I TRIED TO STOP IT FROM ROLLING DOWN THE DRIVEWAY BUT THE CAR WON. THE CAR WAS IN PARK AND THE BRAKE WAS ENGAGED BUT I T STILL ROLLED BACKWARDS. THE CAR HAD BEEN IN FOR SERVICE AT LEAST THREE TIMES PREVIOUS TO THE ACCIDENT IN 04-20-11,05-16-11, AND 06-22-11. EACH TIME THE4CAR WAS TAKEN TO MUGENAST ACCURA FOR SERVICE YET NOT ONCE DID THEY MENTION THE RECALL OF THE INTERLOCKING SWITCH TO REPAIR THIS PROBLEM. THEIR NEGLIGENCE IN THIS MATTER DIRECTLY CONTRIBUTED TO THIS ACCIDENT AND MY PERMANENT DISABILITY. THEY JUST REPLACED THE SWITCH WHEN THE CAR BEGAN TO TURN OVER BUT STALL OUT AS I REPORTED TO THEM 3-13-14. THEIR DISREGARD FOR MY SAFETY AND HONDAS REFUSAL TO ADDRESS MY CONCERNS ABOUT THIS PROBLEM HAS BEEN OUTLANDISH. TIFFANY IN HONDA CLIENT RELATIONS PRETTY MUCH STATED SO WHAT TO BAD WE ARE NOT GOING TO DO ANYTHING AND REFUSED TO ALLOW ME TO SPEAK TO ANYONE ABOVE HER. SHE TOLD ME TO CALL THE DEALERSHIP THIS IS NOT HONDA'S PROBLEM. SHE PLACED A CALL TO THE DEALERSHIP AND NO ONE CALLED HER BACK. I WAS TOLD TO CONTACT THE BBB, NHTSA AND ANYONE ELSE THAT I WANTED TO CONTACT. SHE WAS NOT GOING TO DO ANYTHING. I ASKED HER TO PUT HER POSITION IN WRITING TO ME. I HAVE NOT RECEIVED ANY CORRESPONDENCE. I WANT RESTITUTION FOR THE NEGLI

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 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.



APR 17 2014

APR 17 2014

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10577252**.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 19UUA5649XA [REDACTED]

Make / Model / Year: ACURA TL 1999

2. Incident Information

Approximate Incident Date: 07/23/2011

Vehicle mileage at time of incident: 76,000

Vehicle speed at time of incident: 20 (mph)

Affected Parts: Unknown or Other

Fire: No

Crash: Yes

Injury or Fatality: Yes

Persons Injured: 1

Deaths: 0

Tell us what happened:

On July 23, 2011, my hand and elbow were permanently disabled, when my 1999 Accura TL rolled backwards down the driveway and knocked me down. As I tried to stop it from rolling down the driveway but the car won. The car was in park and the brake was engaged but it still rolled backwards. The car had been in for service at least three times previous to the accident in 04-20-11, 05-16-11, and 06-22-11. Each time the 4car was taken to Mungenast Accura for service yet not once did they mention the recall of the interlocking switch to repair this problem. Their negligence in this matter directly contributed to this accident and my permanent disability. They just replaced the switch when the car began to turn over but stall out as I reported to them 3-13-14. Their disregard for my safety and Hondas refusal to address my concerns about this problem has been outlandish. Tiffany in Honda Client Relations pretty much stated so what to bad we are not going to do anything and refused to allow me to speak to anyone above her. She told me to call the dealership this is not Honda's problem. She placed a call to the dealership and no one called her back. I was told to contact the BBB, NHTSA and anyone else that I wanted to contact. She was not going to do anything. I asked her to put her position in writing to me. I have not received any correspondence. I want restitution for the negligence of both of these parties. Letters will go out to all reporting agencies.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: St. Louis, MO [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Recalls

Acura is concerned about safety. That's why the Acura Owners Site provides current recall information about your car, crossover, or SUV. Because recall listings are based on your Vehicle Identification Number (VIN), they are specific to your vehicle.

Check Recalls on Your Vehicle

To view any current recalls for your vehicle, please enter your VIN or sign in if you have an Acura Owners account.

Returning Users Sign in for quick access to your saved vehicle information.

[SIGN IN](#)

The VIN you entered matches a:

1999 TL

VIN: 19UUA5649XA [REDACTED]
Trim: 3.2 Premium 4 Speed Automatic
Exterior Color: Flamenco Black Pearl
Interior Color: Ebony

[Check another VIN](#)

New to the Acura Owners site? [Register](#)

Current 1999 TL Recalls

Description 1997-1999 CL; 1999 TL Ignition Switch
Type Recall Customer Letter
Status Fixed

*Previously replaced 2003
 Had to pay to have it
 replaced again 3-13-14*

Description 1999-2003 3.2TL; 2001-2003 3.2CL Automatic Transmission Warranty
Type Extension
Status Recall Customer Letter
 Open

Description 1999 TL; 1998-1999 CL Ignition Interlock
Type Recall Customer Letter
Status Fixed

*Replaced 3-13-14
 even though visited
 dealership for repairs
 3 times previous to
 the accident*

Recently Announced Recalls

[2014 RLX: Rear Suspension Bolt Recall](#)
[2014 MDX with AWD: Propeller Shaft Recall](#)

For More Information

To find out more Acura recall information, you may also contact [your local Acura dealer](#) or use either of the addresses below:

<http://www.acura.com/service/maintenance/recalls?vin=19UUA5649XA> [REDACTED]

3/25/2014

Safety Recall: Ignition Switch Key Interlock

Dear Acura Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has determined that a defect relating to motor vehicle safety exists in certain 1998 2.3CLs, 1998-99 3.0CLs, and 1999 3.2TLs with automatic transmissions.

Limited batches of an ignition switch component do not have sufficient surface hardness. If the ignition switch in your vehicle contains this defective component, the switch may wear excessively and prevent proper interlock operation. The interlock ensures the transmission is in Park before the ignition key can be removed. Interlock failure may allow the ignition key to be removed when the gear selector lever is not in Park. If you do not set the parking brake when you park, the vehicle could roll and a crash could occur.

What should you do?

Call any authorized Acura dealer, and make an appointment to have your vehicle repaired. The dealer will inspect the ignition switch interlock and replace all needed parts. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Until your vehicle is repaired, be sure to shift the transmission to Park and set the parking brake whenever you park.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Services
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Safety Hotline at (888) 327-4236 [TTY (800) 424-9153], or go to <http://www.safercar.gov>

What to do if you feel this notice is in error.

Acura Safety Recall Information | Acura Owners Site

Our records show that you are the current owner or lessee of a 1998 2.3CL, 1998-99 3.0CL, or 1999 3.2TL involved in this recall. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.

Acura Automobile Division

American Honda is announcing a warranty extension for the automatic transmission on all 2000-02 3.2TLs, all 2001-02 3.2CLs, and some 2003 3.2TLs and 3.2CLs. The automatic transmission and torque converter are now covered for a total of 7 years or 100,000 miles, whichever occurs first, from the date of original sale. We are providing this warranty extension because a higher than normal number of automatic transmissions in certain vehicles may have problems due to defects in material or workmanship beyond the 4-year, 50,000-mile new vehicle limited warranty.

How do I know if there is a problem with my vehicle's automatic transmission?

If you think your vehicle has a transmission problem, refer to the operating characteristics below. Understanding these characteristics can help you decide if you need to call your Acura dealer.

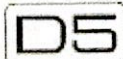
These characteristics are normal; they should not require you to call your Acura dealer.

- *Quick downshifts.* The transmission has a computerized control system called grade logic. When going down a hill, even a light touch of the brake pedal can cause grade logic to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
- *Does not always shift through the full range of gears.* This can also be caused by the grade logic system keeping the transmission in the optimum gear for different driving conditions.
- *Mechanical noise when selecting a forward or reverse gear.* It's normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are down and you are parked next to a wall or another vehicle.
- *Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released).* This can occur on most Acura-made vehicles. It is one of the measures used to improve fuel economy.
- *Hard shifts before the engine warms up.* By design, the transmission shifts a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.

These characteristics are not normal; if you experience any of them, call your Acura dealer.

- While driving, the D5 indicator on the instrument panel flashes.

D5 Indicator



- An abnormally loud noise from the transmission.
- Extremely slow or delayed gear engagement, upshifts, or downshifts.
- Abnormal gear slippage during upshifts or downshifts.
- Erratic or excessively harsh shifting.
- Automatic transmission fluid (ATF) leaks.

In the next few weeks, owners of potentially affected vehicles will be sent a copy of this letter along with reimbursement instructions in case they previously paid to have the transmission repaired or replaced.

It's important to maintain your vehicle's transmission according to the maintenance schedule in your owner's manual. Not maintaining the transmission properly can void the warranty coverage.

Thank you for your understanding and cooperation in this matter.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Acura Automobile Division

Important Safety Recall: Ignition Switch

Dear 3.0CL, 2.3CL or 3.2TL Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd., has determined that a defect relating to motor vehicle safety exists in the ignition switch on certain 1997-1999 3.0CL, 1998-99 2.3CL, and 1999 3.2TL vehicles. Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, if your engine stalls while driving in traffic or at highway speeds, you are at risk of being involved in a crash. Difficulties starting the engine (for example, hard-to-start, stalls immediately after starting, etc.) may indicate that the ignition switch is failing.

What should you do?

Call any authorized Acura dealer, and make an appointment to have your car repaired. The dealer will install an improved ignition switch, free of charge. Please plan to leave your vehicle at the dealership for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Services
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Safety Hotline at (888) 327-4236 [TTY (800) 424-9153], or go to <http://www.safercar.gov>

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 3.0CL, 2.3CL or 3.2TL involved in this recall. If this is not the case, or if the name/address information is incorrect, please fill out and return the included, postage-paid *Information Change Card*. We will then update our records.

Acura Safety Recall Information | Acura Owners Site

If you paid to have a defective ignition switch replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238.

We apologize for any inconvenience this may cause you.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division



Mungenast St. Louis Acura
13720 Manchester Rd., Manchester, MO 63011 • (314) 822-2872
www.stlouisacura.com

March 13, 2012

[REDACTED]
SAINT LOUIS, MO [REDACTED]
19UUA5649XA [REDACTED]

Dear [REDACTED]

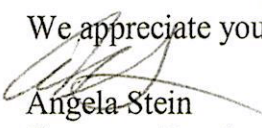
Our records indicate that your 1999 TL-3.2 has yet to have the 80,000 mile interval maintenance performed.

The 80,000 mile service will take a full day, and a loaner vehicle will be provided. Please remember to bring your driver's license and valid insurance card. Please call our appointment line at (314) 822-2872 to schedule an appointment or to inform us that you no longer own this vehicle.

Present this letter to your Service Advisor and receive the Special Offer of 10% off this service. This offer will expire 4/13/2012.

St. Louis Acura is located at 13720 Manchester Rd., just west of I-270. Our service entrance is located on the east side of the building, when you arrive just pull forward and door will open for you to enter. Our hours of service are Monday through Friday 7:00am to 7:00 pm and on Saturday from 7:00am to 6:00pm.

We appreciate your business and look forward to seeing you.


Angela Stein
Customer Development Manager
angelastein@davemungenast.com
Mungenast St. Louis Acura
13720 Manchester Road
Manchester, MO 63011
314-822-2872
Fax 314-288-2814
www.stlouisacura.com

****This discount is not valid with any other offer or advertised special.****

Acura makes the cars - Mungenast makes the Difference

April 1, 2014

[REDACTED]
Saint Louis, MO [REDACTED]

RE: 1999 3.2TL
VIN: 19UUA5649XA [REDACTED]

Dear [REDACTED]

Thank you for your recent correspondence to Acura Client Relations regarding your vehicle. We appreciate your contact to our office but regret the circumstances that prompted your call.

This letter will confirm that, based on the limited information provided we are unable to participate in any reimbursement or financial compensation request for the incident that occurred on July 23, 2011. At this time, we will be closing our file.

Sincerely,

Acura Division
American Honda Motor Co., Inc.



Tiffany T.
Acura Client Relations
Case#: B012014-03-2700553



MUNGENAST

ST. LOUIS ACURA

13720 Manchester Road at Mason
1.8 miles west of I-270
Manchester, Missouri 63011
Phone 82 ACURA-(1-314)
www.stlouisacura.com

0101IACCS404869

CUSTOMER NO.	43712	ADVISOR	JOHN LUEDLOFF	547	TAG NO.	8662	INVOICE DATE	03/13/14	INVOICE NO.	ACCS404869
		LABOR RATE		LICENSE NO.		MILEAGE	81,986	COLOR	BLK/	STOCK NO.
SAINT LOUIS, MO		YEAR / MAKE / MODEL	99/ACURA/TL-3.2/4 DOOR SEDAN				DELIVERY DATE	DELIVERY MILES		
		VEHICLE I.D. NO.	19UUA5649XA				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	03/13/14		
RESIDENCE PHONE		BUSINESS PHONE								
COMMENTS										

LABOR & PARTS										
J#	1	08ACZ	STARTING & CHARGING HOURS:				TECH(S):	GR00	198.50	
CUSTOMER STATES VEHICLE WONT STARTED WHEN IDLING CAR WOULD NOT ACT UP BUT SOUND LIKES FAULTY IGNITION SWITCH (ELECTRICAL PORTION). TECHNICIAN REPLACED IGNITION SWITCH PER CUSTOMERS REQUEST.										
PARTS	QTY	FP	NUMBER	DESCRIPTION		UNIT PRICE				
JOB # 1	1		35130-S84-305	SWITCH, ELECTRI		92.90		92.90		
								JOB # 1 TOTAL PARTS		92.90
								JOB # 1 TOTAL LABOR & PARTS		291.40
J#	2	20ACZVAC	WASH AND VACUUM HOURS:				TECH(S):	GR00	INTERNAL	
CUSTOMER REQUESTS COMPLIMENTARY WASH AND VACUUM. DETAIL DEPT. WASHED AND VACUUMED VEHICLE.										
PARTS	QTY	FP	NUMBER	DESCRIPTION		UNIT PRICE				
								JOB # 2 TOTAL PARTS		0.00
								JOB # 2 TOTAL LABOR & PARTS		0.00
J#	3	12ACZ	BODY HOURS:				TECH(S):	GR00	INTERNAL	
CUSTOMER WOULD LIKE AN EQUITY APPRAISAL. ABOUT 2,000.00										
PARTS	QTY	FP	NUMBER	DESCRIPTION		UNIT PRICE				
								JOB # 3 TOTAL PARTS		0.00
								JOB # 3 TOTAL LABOR & PARTS		0.00
J#	4	23ACZ	CAMPAIGNS HOURS: 0.90				TECH(S):	GR00	WARRANTY	
03-034 INTERLOCK RECALL. TECHNICIAN PERFORMED INTERLOCK RECALL.										
PARTS	QTY	FP	NUMBER	DESCRIPTION		UNIT PRICE				
JOB # 4	1		06352-S84-000	KIT, LEVER (B)		WARRANTY		0.00		
								JOB # 4 TOTAL PARTS		0.00
								JOB # 4 TOTAL LABOR & PARTS		0.00
MISC	CODE	DESCRIPTION		CONTROL NO						
JOB # 1	CS	CS LABOR				-30.00				
JOB # 1	CP	CP PARTS				-15.00				
								TOTAL - MISC		-45.00
COMMENTS										
WAIT JL CALL OTHER 295.00 - 15%										

NO RETURNS ON ELECTRICAL COMPONENTS
NO RETURNS AFTER 10 DAYS
NO RETURNS ON SPECIAL ORDERS
20% HANDLING CHARGE ON ALL RETURNS
NO CLAIMS WITHOUT THIS INVOICE

I want to thank you for
bringing your automobile
to us for service.

Sincerely,
The Mungenast Family

Mungenast St. Louis Acura
13720 Manchester Road
Manchester, MO 63011
314.822.2872

Mungenast Lexus of St. Louis
13700 Manchester Road
Manchester, MO 63011
314.822.7681

Mungenast St. Louis Honda
5939, 5935, 6160 S. Lindbergh Blvd.
St. Louis, MO 63123
800.233.1288

Mungenast Hyundai
649 Dunn Road
Hazelwood, MO 63042
314.817.9000

Mungenast Alton Toyota-Scion
850 Homer M. Adams Pkwy.
Alton, IL 62002
618.208.2400

MUNGENAST

ST. LOUIS ACURA

13720 Manchester Road at Mason
1.8 miles west of I-270
Manchester, Missouri 63011
Phone 82 ACURA-(1-314)
www.stlouisacura.com

0101IACCS404869

CUSTOMER NO. 43712	ADVISOR JOHN LUEDLOFF	TAG NO. 547 8662	INVOICE DATE 03/13/14	INVOICE NO. ACCS404869
SAINT LOUIS, MO	LABOR RATE	LICENSE NO.	MILEAGE 81,986	COLOR BLK/
	YEAR / MAKE / MODEL 99/ACURA/TL-3.2/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1 9 U U A 5 6 4 9 X A			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.		R.O. DATE 03/13/14
COMMENTS				

TOTALS

*
* [] CASH [] CHECK CK. NO [] *
*
* [] VISA [] MASTERCARD [] DISCOVER *
*
* [] AMER EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 198.50
TOTAL PARTS.... 92.90
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -45.00
TOTAL TAX..... 6.61
TOTAL INVOICE \$ 253.01

THANK YOU FOR YOUR BUSINESS

ST. LOUIS ACURA IS A 20 TIME WINNER OF ACURA'S
PRESTIGIOUS "PRECISION TEAM / DEALER OF DISTINCTION"
AWARD FROM AMERICAN HONDA FOR SALES AND SERVICE
CUSTOMER SATISFACTION.

CUSTOMER SIGNATURE

NO RETURNS ON ELECTRICAL COMPONENTS
NO RETURNS AFTER 10 DAYS
NO RETURNS ON SPECIAL ORDERS
20% HANDLING CHARGE ON ALL RETURNS
NO CLAIMS WITHOUT THIS INVOICE

I want to thank you for
bringing your automobile
to us for service.

Sincerely,
The Mungenast Family

Mungenast St. Louis Acura
13720 Manchester Road
Manchester, MO 63011
314.822.2872

Mungenast Lexus of St. Louis
13700 Manchester Road
Manchester, MO 63011
314.822.7681

Mungenast St. Louis Honda
5939, 5935, 6160 S. Lindbergh Blvd.
St. Louis, MO 63123
800.233.1288

Mungenast Hyundai
649 Dunn Road
Hazelwood, MO 63042
314.817.9000

Mungenast Alton Toyota-Scion
850 Homer M. Adams Pkwy.
Alton, IL 62002
618.208.2400

MUNGENAST ST LOUIS ACU
13720 MANCHESTER RD
BALLWIN, MO 6301100000, US
3148222872

Store #1001253876

03/13/14 12:32:44 PM

Retail Sale

Billing Address

[REDACTED]

Credit Card Information

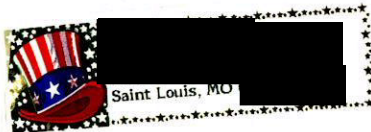
CREDIT CARD NUMBER: Visa [REDACTED]
SWIPE CARD: Yes
STATUS: APPROVED - 021668
ORDER NUMBER: 404869

Qty	Unit Cost	Extended Cost
1	253.01	253.01
SUBTOTAL:		\$253.01
TOTAL:		\$253.01

I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER.

SIGNATURE X

[REDACTED]



National Highway Traffic and Safety Admin
1200 New Jersey Ave. SE
Washington, DC. 20590

