

NNS-200

CL-10682283-2009

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[Redacted]  
Severn, MD [Redacted]  
January 17, 2015

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

FEB - 3 2015

Re: Defective Transmission  
2003 Acura

Dear Sir:

I believe that American Honda or the dealer has failed to remedy the defective transmission in my vehicle that was deemed by the company to be such.

Please review the enclosed documents to determine if you agree and what remedy you recommend.

Sincerely

[Redacted Signature]

[Redacted]

Enclosure

ET  
2515  
SMD

[REDACTED]  
Severn, MD [REDACTED]  
November 12, 2014

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

Re: 2003 ACURA  
VIN: 19UUA56863A [REDACTED]

Gentlemen:

Sir, my wife drives this vehicle and loves it, she has not had any problems with it since I purchased the car for her brand new.

She told me the car was doing the following:

3 lights came on (engine and 2 other lights)

When you stop it js slow to take off, a delay of about 30 seconds and the shift gears jerk.

Sometime when you try to back up, it jerks real bad.

Also when you stop and start, it feels like it is loosing power.

I immediately took it to the ACURA dealer and they gave me the shock of my life \$7,000 to install a new transmission! I just not could believe the price and the transmission was gone at 66,000 miles. The charge to give me this information was \$129.60.

I took it to our local transmission place and he also could not believe at 66,000 the transmission was gone, tried to repair it with a Linear Solenoid (dual) but it did not work and I had to replace the transmission.

Based on the correspondence you first sent to me in May 2011, I am requesting a refund for the cost I had to pay for the defective transmission you installed in this vehicle. A copy of all receipts and information related to this request is attached.

If there is any additional information needed, I can be reached at [REDACTED] or via e-mail [REDACTED]

Thanking you in advance for your prompt attention to this matter.

Sincerely,  
[REDACTED]

[REDACTED] /Enclosure



**ACURA**

1919 Torrance Blvd.  
P.O. Box 2215  
Torrance, CA 90509-9870

### Instructions for Reimbursement

#### Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the automatic transmission repaired.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- You must return the vehicle to an authorized Acura dealer to have the recall completed, free of charge, even though you had the transmission repaired previously.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle is not reimbursable.

#### To apply for reimbursement

- ✓ Complete the attached Request for Reimbursement form.
- ✓ Attach a copy of the repair receipt or invoice for the previous transmission repair, including towing. A copy of the repair invoice from an authorized Acura dealer or independent repair facility, showing the completion of the transmission repair, will meet this need. This invoice should show your vehicle's model, Vehicle Identification Number (VIN), the name and address of the facility that did the repair, the cost of the repair (parts and labor), and the date the work was completed.
- ✓ Attach Proof of Payment. A copy of the cancelled check, bank statement, cash receipt, or credit card receipt, showing that you paid for the repair, the towing, and/or a rental vehicle, will meet this need.
- ✓ Mail the completed Request for Reimbursement form and copies of the receipts and invoices to

American Honda Motor Co., Inc.  
Acura Client Services  
PO Box 2964  
Torrance, CA 90509-2964

Please allow six to eight weeks for reimbursement.  
Failure to include proper documentation can further delay your reimbursement.

If you have questions, please call (800) 382-2238, and select menu option #2.

### Request For Reimbursement

#### CL and TL Automatic Transmission Second Gear Inspection

Fill in the following blanks. Please print clearly, and provide complete information.

[Redacted] [Redacted]  
 Daytime telephone number

---

Current Address Apt. No.  
Severn MD  
 City State Zip Code

---

Was the vehicle towed in for repair? Yes  No

19UUA56863A P39 66,593 \$ 3925.79  
 Vehicle Identification Number (VIN) (Required) Mileage at time of repair Total amount requested

Name of facility that did the repair Glen Buenvie TRANmission



**ACURA**

1919 Torrance Blvd.  
P.O. Box 2215  
Torrance, CA 90509-9870

410-792-4533

TISCHER

AND SENT HIM

Summer 2004

**Safety Recall Campaign: CL and TL Automatic Transmission Second Gear Inspection**

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 decided that a defect relating to motor vehicle safety exists in certain 2001-03 3.2CLs, 2000-03 3.2TLs, and 2004 TLs.

Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lock-up, and a crash could occur without warning.

**What should you do?**

Call any authorized Acura dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done *free of charge*. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

**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  
400 Seventh Street, SW  
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner or lessee of a 2001-03 3.2CL, 2000-03 3.2TL, or 2004 TL involved in this campaign. 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.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

**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



3510 FORT MEADE ROAD • LAUREL, MARYLAND 20724  
LOCAL PHONE (301) 498-3322  
BALTIMORE PHONE (410) 792-4533 D.C. PHONE (301) 470-3130  
www.tischeracura.com www.tischerauto.com www.tischernissan.com

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X \_\_\_\_\_

Dear valued customer.  
We sincerely appreciate your business and want you to know every Tischer employee stands behind our tag frame.

CUSTOMER NO. [REDACTED]	ADVISOR <b>ROBERT COATES</b>	41138	TAG NO. <b>7393</b>	INVOICE DATE <b>10/17/14</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE <b>65,943</b>	COLOR <b>SATIN SILVE</b>	STOCK NO.
SEVERN, MD [REDACTED]	YEAR / MAKE / MODEL <b>03/ACURA/TL/3.2TL TYPE-S</b>	DELIVERY DATE <b>05/02/03</b>		DELIVERY MILES <b>4</b>	
[REDACTED]	VEHICLE I.D. NO. <b>1 9 U U A 5 6 8 6 3 A</b>	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/16/14</b>		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 65943

**LABOR & PARTS**

**DIAGNOSTIC CHECK ENGINE LIGHT** TECH(S): 40411 **120.00**  
CUSTOMER STATES CHECK ENGINE LIGHT IS ON CODE P1750 RECOMMEND REPLACING THE TRANSMISSION ASSEMBLY. CUSTOMER DECLINED REPAIRS AT THIS TIME.  
JOB # 1 TOTAL LABOR & PARTS **120.00**

**90ACZ WASH AND VACUUM** TECH(S): 40411 **0.00**  
CAR WASH AND VACUUM PERFORMED COMPLIMENTARY CAR WASH AND VACUUM THE TISCHER TEAM WOULD LIKE TO EXPRESS OUR THANKS FOR SELECTING OUR SERVICE DEPARTMENT FOR YOUR AUTOMOTIVE NEEDS. WE SINCERELY APPRECIATE YOUR BUSINESS !!!  
JOB # 2 TOTAL LABOR & PARTS **0.00**

MISC - CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HW SHOP SUPPLIES/HAZADOUS WASTE CHG		9.60
TOTAL - MISC			9.60

ESTIMATE - CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$129.60 (+TAX)

COMMENTS - [REDACTED]

RECOMMENDATIONS -  
TRANS 6967.29  
BOTH FRONT LOWER BALL JOINTS (UNSAFE) 684.00  
TIMING BELT PACKAGE 684.00  
60K SERVICE 650.00

**SERVICE HOURS:**  
MON. - FRI.  
7:00 A.M. - 6:00 P.M.  
PICK-UP UNTIL 8:00 P.M.  
SAT.  
8:00 A.M. - 4:00 P.M.  
PICK-UP UNTIL 5:00 P.M.

**PARTS HOURS:**  
MON. - FRI. 7:30 A.M. - 6:00 P.M.  
SAT. 8:00 A.M. - 4:00 P.M.

SHUTTLE SERVICE AVAILABLE TO LOCAL AREA  
MON. - FRI.  
8:00 A.M. - 3:00 P.M.

WE GUARANTEE OUR WORK FOR 12 MONTHS OR 12 THOUSAND MILES WHICHEVER COMES FIRST.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

**PAID**  
CASH \$ \_\_\_\_\_  
CHECK # [REDACTED]  
VISA M/CARD AMEX DISC  
10-17  
[Signature]

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

Dear valued customer,  
We sincerely appreciate your business and want you to know every Tischer employee stands behind our tag frame.

CUSTOMER NO.	ADVISOR <b>ROBERT COATES</b>	41138	TAG NO. <b>7393</b>	INVOICE DATE <b>10/17/14</b>	
	LABOR RATE		MILEAGE <b>65,943</b>	COLOR <b>SATIN SILVE</b>	STOCK NO.
SEVERN, MD	YEAR / MAKE / MODEL <b>03/ACURA/TL/3.2TL TYPE-S</b>		DELIVERY DATE <b>05/02/03</b>	DELIVERY MILES <b>4</b>	
	VEHICLE I.D. NO. <b>19UUA56863A</b>		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>10/16/14</b>	
RESIDENCE PHONE	COMMENTS				

MO: 65943

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

TOTAL LABOR.... 120.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET.... 0.00  
TOTAL C.O.G.... 0.00  
TOTAL PISC CHG. 9.60  
TOTAL PISC DISC 0.00  
TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 129.60**

**SERVICE HOURS:**  
MON. - FRI.  
7:00 A.M. - 6:00 P.M.  
PICK-UP UNTIL 8:00 P.M.  
SAT.  
8:00 A.M. - 4:00 P.M.  
PICK-UP UNTIL 5:00 P.M.

**PARTS HOURS:**  
MON. - FRI. 7:30 A.M. - 6:00 P.M.  
SAT. 8:00 A.M. - 4:00 P.M.

**SHUTTLE SERVICE AVAILABLE TO LOCAL AREA**  
MON. - FRI.  
8:00 A.M. - 3:00 P.M.

**WE GUARANTEE OUR WORK FOR 12 MONTHS OR 12 THOUSAND MILES WHICHEVER COMES FIRST.**

**WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.**

PLEASE NOTE: AS OF OCT. 1ST, REWARDS REDEMPTIONS WILL BE LIMITED TO 25% OF THE INVOICE TOTAL. IF YOU ARE SURVEYED BY THE MANUFACTURER REGARDING THIS SERVICE VISIT, PLEASE TAKE THE TIME TO COMPLETE IT, WE'D LOVE TO GET YOUR FEEDBACK REGARDING YOUR VISIT. PLEASE CONTACT ME IF YOU ARE NOT COMPLETELY SATISFIED. THANKS.

CUSTOMER SIGNATURE

*Paul*

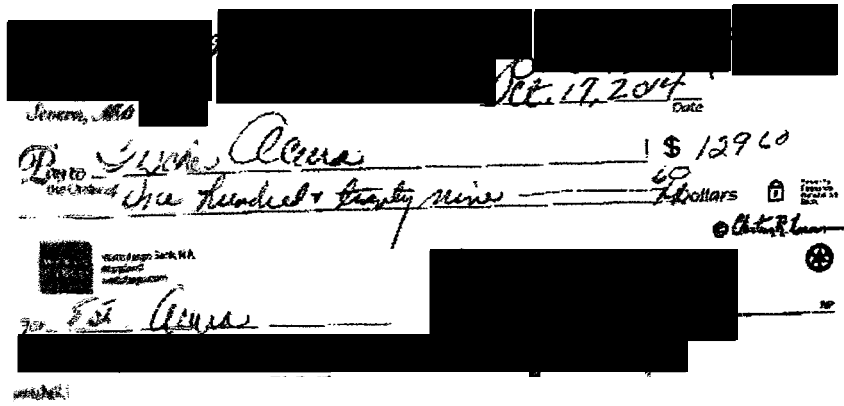
PRINTED ON RECYCLED PAPER WITH 50% POST CONSUMER WASTE



Wells Fargo Online

### View Check Copy

Check Number	Date Posted	Check Amount	Account Number
[REDACTED]	10/20/14	\$129.60	[REDACTED]



FOR REMOTE DEPOSIT ONLY  
 AT PNC BANK

Equal Housing Lender

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GLEN BURNIE TRANSMISSIONS  
 7166 RITCHIE HIGHWAY  
 GLEN BURNIE MD 21061  
 410-766-8500

**len Burnie Transmissions**  
 66 Ritchie Hwy, Glen Burnie, MD 21061  
 Phone: (410) 766-8500 Baltimore  
 (410) 458-2661 - Toll Free  
 (410) 766-1232 Fax



RO#: [REDACTED]  
 Invoiced: 10/22/2014  
 Printed: 10/22/2014 2:47 pm  
 Page: 1

Merchant ID: 710100165  
 Term ID: 1313

**Sale**

Entry Method: Swiped  
 Apprvd: Online Batch#: 000001  
 10/22/14 13:50:05

Inv#: 00000010 Appr Code: 01397A

Total: \$ 794.69

Customer Copy

THANK YOU  
 FOR VISITING

**Vehicle:**

2003 Acura 3.2 TI FWD  
 Eng: V6-197 3.2L SOHC Tran: Automatic  
 VIN: 19UUA56863A [REDACTED]  
 Mileage In: 65961 Out:  
 P Date: 12/02 Ctr: SILVER  
 Color: SILVER  
 Lic: [REDACTED] St: MD

**Repair Order:**

Service Writer: P Scherzo  
 PO Number:  
 Date In: 10/17/2014  
 Date Out: 10/22/2014  
 Driver: [REDACTED]  
 INVR:  
 WARR INVA:

ING ISSUES

CE THE LINEAR SOLENOID

LINEAR PRESSURE CONTROL SOLENOID  
 BATTERY

**Extended**

270.00

30.00

**Labor Sub Total: 300.00**

Parts:	Part Num	Description
	80428	LINEAR SOLENOID (DUAL)
	MT-24	BATTERY 5YR WARRANTY

**Price Ea. Qty Extended**

365.50 1.00 365.50

101.19 1.00 101.19

**Parts Sub Total: 466.69**

Misc:	Description
	LIMITED 90 DAY-4000 MILE WARRANTY GUARANTEE ONLY ON THE PARTS AND LABOR THAT HAVE BEEN PERFORMED ON THIS REPAIR ORDER

**Sold Price Qty Extended**

0.00 1.00 0.00

**Misc Sub Total: 0.00**

**Job Sub Total: 766.69**

THANK YOU FOR YOUR PATRONAGE

**Contact Log**

As of 10/22/2014 at 2:47 pm

No messages logged.

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. Glen Burnie Transmissions will not be held responsible for loss or damage to vehicles or articles left in the vehicle in case of fire, theft or accident. I agree to pay all costs including reasonable attorney fees if I fail to pay this invoice and collection is required.

**Parts: 466.69**  
**Labor: 300.00**  
**Sublets: 0.00**  
**Misc: 0.00**

\*\*\*THANK YOU FOR YOUR PATRONAGE\*\*\*

**Subtotal: 766.69**  
**Sales Tax: 28.00**

Customer Signature

Date

**TOTAL: 794.69**  
**Balance: 0.00**

December 15, 2014

[REDACTED]  
SEVERN, MD [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Company regarding your 2003 Acura 3.2TL. We regret to learn of the repairs needed for your vehicle. This letter is in response to your request for a written explanation of our decision not to cover the repair of your transmission.

Under the terms of the New Vehicle Limited Warranty, Acura will repair or replace any part that is defective in material or workmanship under normal use. Our District Case Manager (DCM) reviewed your concerns, and your vehicle issue and history. From the information gathered Acura would not be offering any goodwill and would have to deny any assistance with your transmission repair.

While we understand you may be disappointed with our response, we hope you will understand the position of American Honda Motor Company. Thank you for allowing us the opportunity to review and respond to your inquiry.

Sincerely,

~~SERVICE OPERATIONS~~  
AMERICAN HONDA MOTOR CO., INC.

Damon  
Acura Client Relations  
800-382-2238 ext 115026  
VIN: 19UUA56863A [REDACTED]  
Case#: [REDACTED]



1919 Torrance Boulevard  
Torrance, CA 90501.2746  
Phone: 310.783.2000  
Fax: 310.783.2000

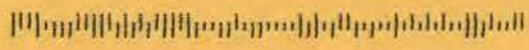
Severn, MD

BALTIMORE MD  
27 JAN 2015



ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC SAFETY  
ADMINISTRATOR  
1200 New Jersey Avenue, SE  
WASHINGTON, DC 20590

20590



[REDACTED]  
Severn, MD [REDACTED]  
January 17, 2015

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

Re: Defective Transmission  
2003 Acura

Dear Sir:

I believe that American Honda or the dealer has failed to remedy the defective transmission in my vehicle that was deemed by the company to be such.

Please review the enclosed documents to determine if you agree and what remedy you recommend.

Sincerely  
[REDACTED]

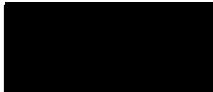
[REDACTED]  
Enclosure

*Forgot to enclose receipt with the original packet*

GLEN BURNIE TRANSMISSIONS  
7166 RITCHIE HIGHWAY  
GLEN BURNIE MD 21061  
410-766-8500

Merchant ID: 710100165  
Term ID: 1313

## Sale



Entry Method: Swiped  
Apprvd: Online Batch#: 000006  
10/29/14 12:04:10

Inv#: 00000005 Appr Code: 09057A

Total: \$ 3,542.30

Customer Copy

THANK YOU  
FOR VISITING



# Glen Burnie Transmissions

7166 Ritchie Hwy, Glen Burnie, MD 21061  
 Phone: (410) 766-8500 Baltimore  
 (800) 458-2661 - Toll Free  
 (410) 766-1232 Fax

RO#: [REDACTED]  
 Invoiced: 10/29/2014  
 Printed: 10/29/2014 1:03 pm  
 Page: 1

<b>Customer:</b> [REDACTED] Severn, MD [REDACTED] Ph: [REDACTED]	<b>Vehicle:</b> 2003 Acura 3.2 TI FWD Eng: V6-197 3.2L SOHC Tran: Automatic VIN: 19UUA56883A [REDACTED] Mileage in: 66552 Out: P Date: 12/02 Cn: SILVER Color: SILVER Lic: [REDACTED] St: MD	<b>Repair Order:</b> Service Writer: P Soharzo PO Number: Date in: 10/27/2014 Date Out: 10/29/2014 Driver: [REDACTED] INV#: WARR INV#:
---	---	---

## Service/Scan/Minor

**Customer Concern:** SHIFTING ISSUES  
**Diagnosis:** CODE FOR LINEAR SOLENOID, SOLENOID WAS JUST REPLACED AT GBT. THAT DIDN'T HELP. FLUID WAS FULL AND BURNT.  
**Recommendation:** REPLACE THE TRANSMISSION

Labor:	Description	Extended
	INSTALL A REMANUFACTURED TRANSMISSION AND CONVERTER	940.00
<b>Labor Sub Total:</b>		940.00

Parts:	Part Num	Description	Price Ea.	Qty	Extended
	30-TBF	REMANUFACTURED TRANSMISSION AND TORQUE CONVERTER SER#B7WA-3001379 INV#36650294	2455.00	1.00	2455.00
	37760-P00-003	TEMP SENSOR	0.00	1.00	0.00
<b>Parts Sub Total:</b>					2455.00

Misc:	Description	Sold Price	Qty	Extended
	3 YR OR 100,000 MILE WARRANTY	0.00	1.00	0.00
	CHECK UNDER THE CAR FOR FLUID LEAKS FOR THE NEXT 4-6 WEEKS. MAKE SURE YOUR FLUID IS STAYING FULL. DO NOT DRIVE YOUR VEHICLE WHEN IT IS LOW ON FLUID	0.00	1.00	0.00
	IF POSSIBLE IN 30-45 DAYS BRING YOUR VEHICLE BACK TO US FOR A FREE RECHECK. WE CAN DO IT WHILE YOU WAIT.	0.00	1.00	0.00
<b>Misc Sub Total:</b>				0.00

**Notes:** DEDUCT THE PART COST PAID ON PREVIOUS INVOICE 1047557 - \$365.50

**Job Sub Total:** 3395.00

THANK YOU FOR YOUR PATRONAGE

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. Glen Burnie Transmissions will not be held responsible for loss or damage to vehicles or articles left in the vehicle in case of fire, theft or accident. I agree to pay all costs including reasonable attorney fees if I fail to pay this invoice and collection is required.

\*\*\*THANK YOU FOR YOUR PATRONAGE\*\*\*

**Parts:** 2455.00  
**Labor:** 940.00  
**Sublets:** 0.00  
**Misc:** 0.00  
  
**Subtotal:** 3395.00  
**Sales Tax:** 147.30  
  
**TOTAL:** 3542.30  
**Balance:** 0.00

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

Seven mo

BALTIMORE MD 212

29 JAN 2015 PM 7 L



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

20590

