

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 2006 ACURA TL TRANSMISSION PROBLEMS
Date: Monday, March 02, 2015 11:53:27 AM

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

To whom this may concern,

I would like for someone to please explain to me what my powertrain warranty consists of. I purchased my 2006 Acura TL back in October of 2010 and since have had issues with the transmission. I've only had 5 years with this car and the car is still under 100,000 miles and under the 7 year as per my contract below for the powertrain warranty. I am not sure why no one was able to assist me with the issues I had last year with the transmission which led me to pay \$1280.00 out of pocket and now I once again have to pay to have my transmission fixed. I don't know if these type of cars have a recall due to the transmission issues this style of car are having. I am once again asking for help in replacing or repairing my car transmission which was fixed a year ago. Can someone please urgently take a look at the papers below where I was advised I had 7yrs or up until 100,000 mile powertrain warranty which would be issues with the transmission. I would also ask for a refund on the amount below for what I had to pay out of pocket due to being advised no one could do anything for me. I feel like Acura of Wayne sold me a faulty car and are irresponsible and unprofessional in not being able to assist me with covering for a new or repairing my transmission for the second time in a year. Please assist me. There is something anyone can do for me I would appreciate it. I haven't even finished paying this car off and I have to now fix the transmission once again since 02JAN15. I am very disappointed in the action and assistance that the Acura brand has not offered me after being such a loyal customer.

Please advise back ASAP as I am pregnant and work full time and have no car at the moment due to the car issues I am experiencing. I paid for a luxury car and I got everything but a luxury car!!

[REDACTED]
[REDACTED] Ramsey, NJ [REDACTED] [REDACTED]

DATE 1/21 2011

NO.

RECEIVED OF 2006 Acura TL / Felix Compres

ADDRESS Trans / 6 month warranty

/100 DOLLARS

DOLLARS	CENTS
1280	00

FOR Trans. Rebuild / Serpentine Belt Rep. / Oil Change

BAL. FORWARD		
AMOUNT PAID		
BALANCE DUE		

CASH
 CHECK
 M. O.

By

Thank You

REDUCER FORM NO. 1633