INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

From: Ambrose, Ann-Marie L
To: EVOQ (NHTSA); Robertson, Faithia (NHTSA); Lewis, Br
Cc: NHTSA ODI CED; Strasser-King, Marion C
Subject: ODI-11515306
Date: Wednesday, September 6, 2023 1:43:21 PM
Attachments: [redacted]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[redacted]

Sep 04

Subject: Honda Motors Case #[redacted]; NHTSA Case #11515306
To: acr@ahm.acura.com, nhtsa.webmaster@dot.gov
Cc: [redacted]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good Day,
After not receiving a response to the below e-mail I called Honda Motors on the morning of August 3, 2023 and spoke with Jessica. She reached out to the case manager assigned to me and he finally called me at approximately 7:30 p.m. EDT of the same day. He said he would reach out to the dealership and get back in touch with me by Tuesday (August 8, 2023) of the next week which he failed to do. I called Honda Motors again on August 10. Ferdinand (1-800-999-1009, ext 87034) told me that he had spoken to Brandan Mosel at Priority Acura in Chesapeake, VA who stated that I had not brought my car in for the dash assessment but rather a free oil change (known as their 'Priorities for Life' since I bought the vehicle from their dealership in October 2014). I advised Ferdinand that the paperwork I received from Priority Acura on the day of my appointment, July 10,2023, cited not only the Honda Motors Case #[redacted] but also the NTSA Case # 11515306. I also let him know that Brandan Mosel had specifically stated to me that he was surprised that the dash had not cracked prior to December 2022 as most crack much sooner. He again said that he would reach back out to Priority Acura and speak to a service manager and get back in touch with me by Tuesday (August 15, 2023). Ferdinand failed to call me as promised so I called and left him a voice mail on August 21, 2023; August 22, 2023 and August 30, 2023 – I never received a returned phone call.
Further, I asked Ferdinand to send me an e-mail when I spoke with him on both August 3 and August 10 so I could reply to him with all of the below documentation, including the pictures of the dash and also offered that I could get a copy of the service record from Great Bridge Muffler in Chesapeake, VA to show that the car had been immaculately maintained. He said he would both times but never did.
In addition to the dash issue, I now have a new problem caused by me taking advantage of Priority Acura's free oil change on July 10. My car has never had an oil leak. When I took the car to my trusted mechanics at Great Bridge Muffler on August 17, 2023 I noticed a puddle of clean oil left behind in my garage. I called Great Bridge Muffler and told them about the situation, explaining that I had had the oil changed by Priority Acura on July 10, 2023. Great Bridge Muffler said that when the mechanic touched the oil drain plan it literally fell into his hand. He installed an insert for the oil pan drain plug for a cost of $160.65 (part $15.65, labor $145) and said to keep a close eye on it for oil loss. They specifically stated that the 'drain plug was over tightened and threads pulled out – may need oil plan replaced with an estimate of $670 (part $325, labor $345).
As I stated to Ferdinand during both of our conversations: my request is that Honda Motors pay both parts and labor to replace the dash and passenger airbag as it is of no fault of mine that the crack occurred. All of the information in the internet links provided below state the faulty dash, causing degradation of the air bag, was a common problem for the 3rd generation Acura TI model years 2004 – 2008 and, as a result, these models were not included in the Takata air bag recalls. I am further requesting that the dealership pay to replace my oil pan that they damaged on July 10, 2023.
I have attached the report from Priority Acura as well as the report regarding the oil pan from Great Bridge Muffler

and the pictures I took of the cracked dash.
To say that as a long time Honda product worshiper I am enormously disappointed in Honda motors is a huge understatement.
I would truly appreciate your timely response to this e-mail and immediate remediation of the problems that I have brought to your attention.
Thank you,
[redacted]

Not all attachments from the email were added to this note: File extension not allowed by the security policy of this 4me account.

[redacted]

Thank you,

Ann-Marie Ambrose
ASRC Federal Holding Company
AAmbrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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Customer Number: [redacted]

Invoice No [redacted]

INVOICE

ACURA

Priority Acura #590

1701 S Military Hwy
Chesapeake, VA 23320
Phone: (757) 523-1700
www.priorityacura.com

[redacted]

CHESAPEAKE, VA
Home: [redacted] **Bus:** [redacted] **Cell:** [redacted]
Email: [redacted]home

SERVICE ADVISOR: ***266257 Brandan D Mosel***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	ACURA TL	19UUA66267A[redacted]		167347 / 167347	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17OCT14			17:00 10JUL23		0.00	CASH	10JUL23

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted] DLR:?
13:08 10JUL23	15:28 10JUL23	

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET     TOTAL
A CUSTOMER STATESCUSTOMER STATES THAT THERE'S TWO CRACKS ON THE DASH BY
      THE AIRBAG, IT HAPPENED DURING THE WINTER. HONDA MOTORS CASE
      NUMBER [redacted] NHTSA CASE NUMBER 11515306
    MISC MISC
        266298   CR                                                 0.00      0.00
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE A:          0.00
 167347 requested quote for replacing
          ***************************************************
B PRIORITIES FOR LIFE OIL CHANGE SERVICE SOLD OTHER LOCATION-PRIORITY
      HONDA
    POCO PRIORITIES FOR LIFE OIL CHANGE SERVICE SOLD
        OTHER LOCATION-PRIORITY HONDA
        266298IP4LO                                                          (N/C)
      1 15400-RTA-003 FILTER, OIL                                            (N/C)
      1 94109-14000 WASHER, DRAIN (14MM)                                     (N/C)
      5 OIL 5W-20 SYN BLEND API-SN                                           (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE B:          0.00
 167347 changed engine oil and filter
          ***************************************************
C MULTI POINT INSPECTION
    MPI MULTI POINT INSPECTION
          999    CR                                                 0.00      0.00
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE C:          0.00
          ***************************************************

*****************************************************************
ESTIMATE: 7.00                 10JUL23 13:08  SA: 266257
   CONTACT:
*****************************************************************

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*******************
,,      DESCRIPTION:  replace the dash board. cracking a little
,,    REASON DENIED: DEC
```

"I acknowledge notice and oral approval of an increase in the original estimated price. _____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used. The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed $45, to the Repair Order for shop supplies used in connection with this repair.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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Customer Number [redacted]

Invoice No [redacted]

INVOICE

ACURA

Priority Acura #590

1701 S Military Hwy
Chesapeake, VA 23320
Phone: (757) 523-1700
www.priorityacura.com

[redacted]

CHESAPEAKE, VA [redacted]

Home: [redacted] **Bus:** [redacted] **Cell:** [redacted]

Email: email | [redacted] home

SERVICE ADVISOR: ***266257 Brandan D Mosel***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	ACURA TL	19UUA66267A[redacted]		167347 / 167347	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17OCT14			17:00 10JUL23		0.00	CASH	10JUL23

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:?
13:08 10JUL23	15:28 10JUL23	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

,,PERSON CONTACTED: [redacted]
,, COMMENTS: None
,, RECOMMENDED BY: 266257 Moseley DENIAL ADDED BY: 266257 Moseley
,, LINE ASSOCIATED: ESTIMATE: 3338.23

,, DESCRIPTION: TB03 REPLACE TIMING BELT, DRIVE BELTS/BELT,CRANK SEAL AND WATER P
,, REASON DENIED: DEC
,,PERSON CONTACTED: [redacted]
,, COMMENTS: None
,, RECOMMENDED BY: 266257 Moseley DENIAL ADDED BY: 266257 Moseley
,, LINE ASSOCIATED: ESTIMATE: 1539.62

,, DESCRIPTION: MA75 Spark Plugs - Replace
,, REASON DENIED: DEC
,,PERSON CONTACTED: [redacted]
,, COMMENTS: None
,, RECOMMENDED BY: 266257 Moseley DENIAL ADDED BY: 266257 Moseley
,, LINE ASSOCIATED: ESTIMATE: 330.89

,, DESCRIPTION: oil pump reseal (3.5 with belt)
,, REASON DENIED: DEC
,,PERSON CONTACTED: [redacted]
,, COMMENTS: None
,, RECOMMENDED BY: 266257 Moseley DENIAL ADDED BY: 266257 Moseley
,, LINE ASSOCIATED: ESTIMATE: 954.06

,, DESCRIPTION: EN19 Seal, Rear Main Engine - Replace
,, REASON DENIED: DEC
,,PERSON CONTACTED: [redacted]
,, COMMENTS: None
,, RECOMMENDED BY: 266257 Moseley DENIAL ADDED BY: 266257 Moseley
,, LINE ASSOCIATED: ESTIMATE: 3003.66

|~|-2857

"I acknowledge notice and oral approval of an increase in the original estimated price. _____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT
In the course of servicing, OE equivalent parts may be used.
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed $45, to the Repair Order for shop supplies used in connection with this repair.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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Customer Number: [redacted]

Invoice No [redacted]

INVOICE

ACURA

Priority Acura #590

1701 S Military Hwy
Chesapeake, VA 23320
Phone: (757) 523-1700
www.priorityacura.com

[redacted]
CHESAPEAKE, VA [redacted]
Home: [redacted] **Bus:** [redacted] **Cell:** [redacted]
Email: email [redacted] home

SERVICE ADVISOR: ***266257 Brandan D Mosel***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	ACURA TL	19UUA66267A[redacted]		167347 / 167347	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17OCT14			17:00 10JUL23		0.00	CASH	10JUL23

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:?
13:08 10JUL23	15:28 10JUL23	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BDC APPT CREATED 2023-07-06 11:54:00AM TAKEN BY BELLA BENOYO							

"I acknowledge notice and oral approval of an increase in the original estimated price. _____ Signature or initials"

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed $45, to the Repair Order for shop supplies used in connection with this repair.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INS/DED/DIS	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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Multi-Point Inspection Checklist

Lithia Priority Acura
1701 S Military Highway
Chesapeake, VA 23325

Repair Order #	Customer Information			Vehicle Information			
[redacted]	Name [redacted]	Phone Number	Today's Date 07/10/2023	Year 2007	Make Acura	Model TL	Mileage 167347
	Email address [redacted]			VIN 19UUA66267A[redacted]		State Inspection Due	

Legend
● Passed Inspection ☐ May Require Attention ▲ Requires Attention | NI = Not Inspected NA = Not Applicable * = See Comments

Check the Following Systems or Components

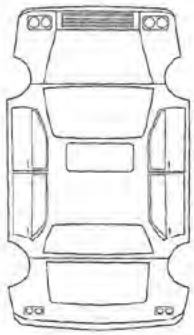
Lights/Horn/Blades				NI/NA
Lights: Interior & Exterior, Turn Signals, Hazard, Brake		●	☐ ▲	
Horn Operation		●	☐ ▲	
Front Wiper Blades		●	☐ ▲	
Rear Wiper Blades		●	☐ ▲	
Fluids	**Fill?**			NI/NA
Window Washer Reservoir		●	☐ ▲	
Coolant Reservoir		●	☐ ▲	
Coolant Protection (Good to ____ °F)		●	☐ ▲	
Engine Oil		●	☐ ▲	
Power Steering Reservoir		●	☐ ▲	
Battery (if not maintenance free)		●	☐ ▲	
Transmission Fluid		●	☐ ▲	
Brake Fluid Reservoir		●	☐ ▲	
Filters				NI/NA
Engine Air Filter		●	☐ ▲	
Fuel Filter		●	☐ ▲	
Cabin Air Filter		●	☐ ▲	

Battery			NI/NA
Battery Condition	●	☐ ▲	
Battery Cables and Connections	●	☐ ▲	
Factory Spec Cold Cranking Amps ____ amps			
Actual Cold Cranking Amps ____ amps			
Inspect for Visual Leaks			NI/NA
Fuel System and Gas Cap Seating	●	☐ ▲	
Engine, Transmission, Transfer Case, and Brakes	●	☐ ▲	
Engine Cooling System	●	☐ ▲	
Shocks and Struts – leaks and operation	●	☐ ▲	
Inspect for Visual Condition			NI/NA
Belts: (Engine, A/C, Accessory, and other)	●	☐ ▲	
Air Conditioning Temperature ____ °F	●	☐ ▲	
Exhaust System Components	●	☐ ▲	
Hoses: (Radiator, Power Steering, Heater, and A/C)	●	☐ ▲	
Steering Components and Linkage	●	☐ ▲	
Driveshaft, Drive Axle Boots, and U-Joints	●	☐ ▲	

Tire / Brake Wear

Left Front		
● ☐ ▲	Tire Tread Depth 7 /32"	
● ☐ ▲	Tire Wear ____	
● ☐ ▲	Tire Pressure @ ____ Set to ____	
● ☐ ▲	Brake Lining ____mm 7 /32"	NI/NA

Left Rear		
● ☐ ▲	Tire Tread Depth 11 /32"	
● ☐ ▲	Tire Wear ____	
● ☐ ▲	Tire Pressure @ ____ Set to ____	
● ☐ ▲	Brake Lining ____mm 4 /32"	NI/NA



Right Front		
● ☐ ▲	Tire Tread Depth 7 /32"	
● ☐ ▲	Tire Wear ____	
● ☐ ▲	Tire Pressure @ ____ Set to ____	
● ☐ ▲	Brake Lining ____mm 7 /32"	NI/NA

Right Rear		
● ☐ ▲	Tire Tread Depth 11 /32"	
● ☐ ▲	Tire Wear ____	
● ☐ ▲	Tire Pressure @ ____ Set to ____	
● ☐ ▲	Brake Lining ____mm 4 /32"	NI/NA

Tire Wear Indicates

Alignment Needed			NI/NA	Tire Rotation Needed			NI/NA	Wheel Balance Needed			NI/NA
●	☐	▲		●	☐	▲		●	☐	▲	

Comments:

Brandan Moseley
Service Advisor

Gavin Wright
Technician

Customer Signature

Customer Detailed Copy

Lithia Priority Acura
1701 S Military Highway
Chesapeake, VA 23325 US
(757) 523-1700

CUSTOMER NO. [redacted]	SERVICE ADVISOR BrandanMoseley		TAG NO. [redacted]	INVOICE DATE	INVOICE NO.
	HOURLY RATE	LICENSE NO.	MILEAGE IN 167347	COLOR RED	STOCK NO.
[redacted] CHESAPEAKE, VA [redacted]	YEAR/MAKE/MODEL 2007 Acura TL			DELIVERY DATE 10/17/2014	MILEAGE OUT
	VEHICLE IDENTIFICATION NO. 19UUA66267A[redacted]			STUDIO/CALL NO.	
	CELL PHON [redacted]		R/O # [redacted]	R.O. DATE 07/10/2023	FLEET NO.
TEL HOME [redacted]	TEL BUSINESS [redacted]	COMMENTS			

77120-SEP-A03ZA

LINE	OP CODE	DESCRIPTION		ESTIMATE
# A		**replace the dash board. cracking a little** replace the dash board. cracking a little Parts: PANEL *NH167L*, Qty 1.00, CR	Labor Parts Misc Discount **Line Total**	1487.07 1851.16 0.00 (0.00) **3338.23**
# B	TB03	**REPLACE TIMING BELT, DRIVE BELTS/BELT,CRANK SEAL AND WATER PUMP** REPLACE TIMING BELT, DRIVE BELTS/BELT,CRANK SEAL AND WATER PUMP Parts: BELT, COMPRESSOR, Qty 1.00, CR BELT, TIMING, Qty 1.00, CR TENSIONER, Qty 1.00, CR OIL SEAL (41X56X7), Qty 1.00, CR WATER PUMP, Qty 1.00, CR COOLANT (TYPE-2), Qty 1.00, CR	Labor Parts Misc Discount **Line Total**	850.00 689.62 0.00 (0.00) **1539.62**
# C	MA75	**Spark Plugs - Replace** Spark Plugs - Replace Parts: SPARK PLUGS, Qty 6.00, CR	Labor Parts Misc Discount **Line Total**	174.95 155.94 0.00 (0.00) **330.89**
# D		**oil pump reseal (3.5 with belt)** oil pump reseal (3.5 with belt) Parts: O-RING, Qty 1.00, CR GASKET, OIL HOLE, Qty 1.00, CR FILTER, SPOOL VALVE, Qty 1.00, CR GSKT, SOLENOID BASE, Qty 1.00, CR ULTRA FLG SEALANTII, Qty 1.00, CR	Labor Parts Misc Discount **Line Total**	850.00 104.06 0.00 (0.00) **954.06**
# E	EN19	**Seal, Rear Main Engine - Replace** Seal, Rear Main Engine - Replace Parts: OIL SEAL (80X98X8), Qty 1.00, CR O-RING (26.2X2.4), Qty 1.00, CR	Labor Parts Misc Discount **Line Total**	2961.56 42.10 0.00 (0.00) **3003.66**

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Customer Detailed Copy

Lithia Priority Acura
1701 S Military Highway
Chesapeake, VA 23325 US
(757) 523-1700

CUSTOMER NO. [redacted]	SERVICE ADVISOR BrandanMoseley		TAG NO. [redacted]	INVOICE DATE	INVOICE NO.
[redacted]	HOURLY RATE	LICENSE NO.	MILEAGE IN 167347	COLOR RED	STOCK NO.
	YEAR/MAKE/MODEL 2007 Acura TL			DELIVERY DATE 10/17/2014	MILEAGE OUT
CHESAPEAKE, VA [redacted]	VEHICLE IDENTIFICATION NO. 19UUA66267A [redacted]			SELLING DEALER NO.	IN SERVICE DATE
[redacted]	CELL PHONE ([redacted]		RO # [redacted]	R.O. DATE 07/10/2023	FLEET NO.
TEL HOME [redacted]	TEL BUSINESS [redacted]	COMMENTS			

Subtotal	9166.46
Shop Charges	0.00
Sales Tax	549.99
Total	**9716.45**

Printed On 07/10/2023 3:19:59 PM

Estimate Expires on 08/09/2023

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GREAT BRIDGE MUFFLER & BRAKE

1224 CEDAR ROAD
CHESAPEAKE, VA 23320
757-548-3572

INVOICE

[redacted]
8/17/2023, 9:02 AM
Estimate [redacted]

[redacted]
CHESAPEAKE, VA [redacted]

CELL: [redacted]
:
ACCOUNT #:

2007 ACURA TL
ODOM IN/OUT: 168181 / 168181
19UUA66267A[redacted]
3.2L 6 Cyl.

191.81 VISA

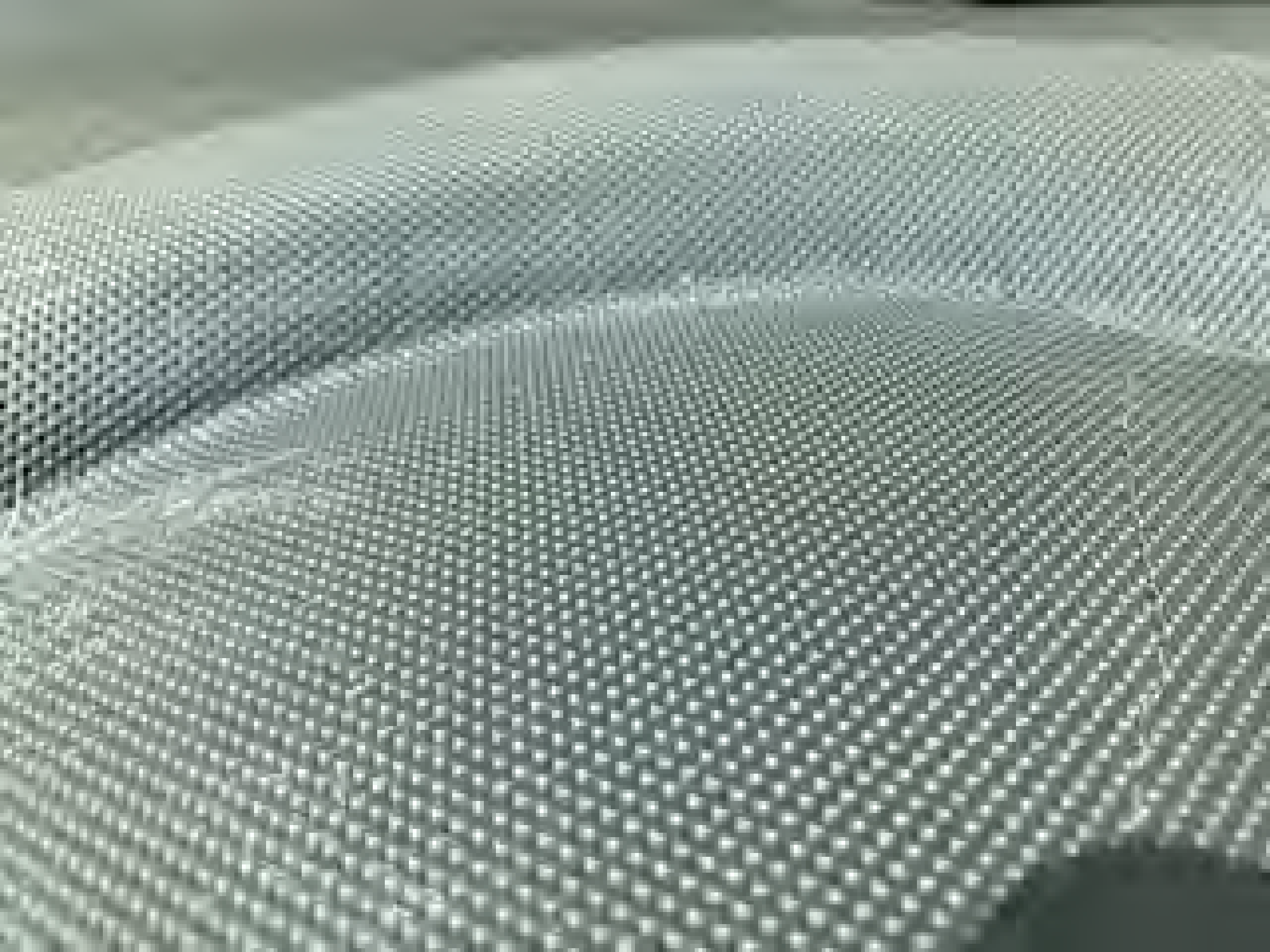
Sales: 135:JIMMY
Tech: 310:Phillip
Tech: 135:JIMMY

Qty	Item Number	Description	Each	Labor	Misc	Extended
Inspection						
1	INSP	STATE INSPECTION		20.00		20.00
310		Sub-Total Inspection:				20.00
Misc						
1	CUSTOM	INSTALL INSURT FOR OIL PAN DRAIN PLUG	15.65	145.00		160.65
		EPA CHARGE/SHOP SUPP:				9.64
135		Sub-Total Misc:				170.29

Parts	15.65
Labor	165.00
EPA CHARGE/SHOP SUPP	9.64
Sub-Total	190.29
STE TAX	1.52
Grand Total	**191.81**

Drain plug was over tighten and threads pulled out & leaking . Had to put insurt in oil pan

May need oil pan replaced Oil pan 325.00 labor 345.00 total est $670.00 plus oil change & tax

SIGNATURE_____

8/17/2023