

CUSTOMER #: 78806

251188



INVOICE

DUPLICATE 1
PAGE 1

7590 S. Broadway Littleton, CO 80122
(303) 795-7800
courtesyacura4u.com

HOME: CONT: 720-717-5973

BUS: CELL:

SERVICE ADVISOR: 199 MATTHEW J SHERIDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	ACURA MDX	5FRYD4H26GB018582		47190/47304	T224A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:00 18DEC18		0.00	CC	21DEC18

R.O. OPENED	READY	OPTIONS:
17:15 07DEC18	16:23 21DEC18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CLIENT STATES THERE IS A PLASTIC NOISE COMING FROM THE RF OF DASH AREA WHILE DRIVING. #217 TEST DROVE WITH CLIENT TO ID.
 CAUSE: noise from right a pillar
 43ACZ CLIENT STATES THERE IS A PLASTIC NOISE COMING FROM THE RF OF DASH AREA WHILE DRIVING. #217 TEST DROVE WITH CLIENT TO ID.
 217 WPA (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 47190 noise from right a pillar 910099 0.50 insulated a pillar with ept foam

B CLIENT STATES THERE IS A METAL TO METAL NOISE COMING FROM THE RR PART OF THE VEHICLE. POSSIBLE RF SEAT, RIGHT SIDE B PILLAR, OR RR 2ND ROW SEAT AREA. #217 TEST DROVE WITH VEHICLE TO ID.
 CAUSE: rear seat making noise
 8531P8 MIDDLE SEAT SLIDE BASE, LEFT - REPLACE.
 217 WPA (N/C)
 1 81710-TZ5-A01 DEVICE, L. (N/C)
 1 FRT FREIGHT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 47190 rear seat making noise 8531p8/02401 2.00 replaced left rear bench seat

C MULTI-POINT INSPECTION
 20ACZ MULTI-POINT INSPECTION
 217 ICP (N/C)
 SUBL REPAIR LEFT REAR SEAT BASE SCRATCH INV:290055/74929 ICP (N/C)
 SUBL INTERIOR CLEANING ICP (N/C)
 MISC GW ICP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. **HAZARDOUS WASTE DISPOSAL CHARGES:** Federal and State laws require us to dispose of certain hazardous materials used in connection with the operation of this repair facility, or in connection with motor vehicle repairs. Hazardous material removal may be charged separately as a miscellaneous charge. **SHOP SUPPLY CHARGES:** A token charge in accordance with posted shop supply policy is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, etc. **ON-BOARD DATA:** I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer for diagnostic and research purposes. **REPAIR ORDER NOTICE:** Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: 78806

247656



INVOICE

7590 S. Broadway Littleton, CO 80122
(303) 795-7800
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PARADE, CO
pcmechanic99@hotmail.com
HOME:720-717-5973 CONT:720-717-5973
BUS: CELL:720-717-5973

PAGE 1

SERVICE ADVISOR: 199 MATTHEW J SHERIDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	ACURA MDX	5FRYD4H26GB018582		46016/46016	T528	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			17:00 05OCT18		0.00	CC	05OCT18

R.O. OPENED	READY	OPTIONS:
08:24 03OCT18	09:30 05OCT18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CLIENT STATES DRIVERS FRONT DOOR MAKES A POPPING NOISE WHEN DRIVING OVER CHOPPY ROADS AT 40MPH AND HIGHER. SOUNDS LIKE IT IS COMING FROM THE UPPER 'B' PILLAR CORNER AREA. (SEE HISTORY) CLIENT STATES NOISE GOT WORSE AFTER 4-24-16 & 2-13-18.

CAUSE: 826130 FRONT DOOR GLASS RUN CHANNEL, LEFT - REPLACE. S/B: 06-031

40 WPA (N/C)
1 72275-TZ5-A01 CHANNEL, L. FR. (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

46016 826130 1.10 Replaced worn left front window run channel. Causing noise. COMPLETED

B CLIENT STATES HE CAN FEEL WARM AIR COMING FROM REAR CENTER CONSOL VENTS IN SUMMER TIME WITH THE REAR CLIMATE CONTROL SET TO OFF, AND FRONT CLIMATE CONTROL SET TO ON WITH AC RUNNING. IS THERE ANYTHING THAT CAN BE DONE WITH THIS?
25ACZ TESTED CLIMATE CONTROL SYSTEM; ALL OK AT THIS TIME. NO ABNORMALITIES DETECTED TODAY.

926 ICP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C MULTI-POINT INSPECTION
20ACZ JUST IN
40 ICP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D LOANER CAR
57ACZ LOANER CAR
40 ICP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to: any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. **HAZARDOUS WASTE DISPOSAL CHARGES:** Federal and State laws require us to dispose of certain hazardous materials used in connection with the operation of this repair facility, or in connection with motor vehicle repairs. Hazardous material removal may be charged separately as a miscellaneous charge. **SHOP SUPPLY CHARGES:** A token charge in accordance with posted shop supply policy is included for supplies used. Applicable supply items are: NUTS, bolts, washers, tape, pins, rags, cleaners, towels, etc. **ON-BOARD DATA:** I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer for diagnostic and research purposes. **REPAIR ORDER NOTICE:** Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Vehicle History Report

10/09/2018 10:35 PM

VIN: 5FRYD4H26GB018582

2016 ACURA MDX

Repair Order: 245087

Mileage: 44743

Total: \$0.00

Open Date: 08/18/2018

Closed Date: 08/21/2018

Advisor : Matthew J Sheridan

Owner: DENNIS NGUYEN*

Service: 8251A0 SIDE SILL PANEL/GARNISH, LEFT - REPLACE

Type: ICP

Technician: John P Heberlein

Comeback: N

Labor: \$72.48

Parts: \$63.93

Misc: \$0.00

Complaint: CLIENT STATES ON PREVIOUS VISIT WE HAD BROKEN THE LR DOOR CORNER SILL PLATE. NEW PART SPECIAL ORDERED IN, PLEASE INSTALL @ NO CHARGE TO CLIENT. (OLD PART BEHIND DESK OF #199)

Cause: GARNISH BROKEN

Correction: 44743 GARNISH BROKEN 8251A0/01801 40 REPLACED GARNISH

Repair Order: 242857

Mileage: 43145

Total: \$0.00

Open Date: 07/12/2018

Closed Date: 07/18/2018

Advisor : Matthew J Sheridan

Owner: DENNIS NGUYEN*

Service: 7453A1 LKAS CAMERA-AIMING S/B: 15-027

Type: WPA

Technician: Domonick D Burch

Comeback: N

Labor: \$98.00

Parts: \$0.00

Misc: \$0.00

Complaint: CLIENT STATES THE LANE KEEP ASSIST (LKAS) DOES NOT HOLD VEHICLE IN CENTER OF THE LANE, FEELS LIKE IT IS TO CLOSE TO THE RIGHT SIDE OF THE LANE. CLIENT STATES IT FEELS LIKE HE MAY HIT VEHICLES IN RIGHT SIDE LANES. PLEASE DIAG/ADV.

Cause: .

Correction: 43145 70 COMPLETED

Service: 43ACZ TESTED VEHICLE; WE ARE UNABLE TO REPLICATE ANY POPPING NOISE AT THIS TIME.

Type: WPA

Technician: Domonick D Burch

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CLIENT STATES THERE IS A POPPING SOUND THAT CAN BE HEARD COMING FROM THE LEFT SIDE OF DRIVERS HEAD AREA. HEARS WHEN GOING OVER BUMPS OVER 30MPH, RANDOMLY HEARS IT. HEARS SOUND MORE IN THE MORNING, POSSIBLY HEARS BETTER WHEN FAN IS NOT ON HIGH SETTING. PLEASE DIAG/ADVISE.

Cause: .

Correction: 43145 0 COULD NOT DUPLICATE CONDITION AT THIS TIME

Service: 57ACZ LOANER CAR

Type: ICP

Technician: Domonick D Burch

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: LOANER CAR

Cause:

Correction:

Service: 43ACZ 853099; PERFORMED DIAGNOSIS AND TEST DRIVING OF VEHICLE, HEARD NOISE. PERFORMED REAR SEAT FRAME INSULATION. NOISE ELIMINATED.

Type: WPA

Technician: Domonick D Burch

Comeback: N

Labor: \$280.00

Parts: \$0.00

Misc: \$0.00

Complaint: CLIENT STATES THERE IS A CRACKING NOISE THAT CAN BE HEARD COMING FROM LEFT SIDE OF VEHICLE, SOMEWHERE JUST BEHIND THE DRIVERS AREA. HEARS WHEN VEHICLE WEIGHT TRANSFERS FROM ONE SIDE TO ANOTHER, AND ALSO OVER AT SLOWER SPEEDS. HEARS MORE IN MORNING WITH AC ON LOWER FAN SPEED SETTING AS WELL. PLEASE DIAG/ADVISE.

Cause: .

Correction: 43145 200 COMPLETED

Service: 40ACZ TESTED VEHICLE; UNABLE TO REPLICATE WALKING ISSUE AT THIS TIME. NOTE: LKAS CAN MOVE STEERING WHEEL, THIS IS NORMAL.

Type: WPA

Technician: Domonick D Burch

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CLIENT STATES WHEN DRIVING ON HIGHWAY AT 70MPH THE STEERING WHEEL CAN BE SEEN WALKING SIDE TO SIDE, CLIENT REPLACED THE TIRES TO SEE IF THAT WOULD MAKE ANY CHANGE. NO CHANGE WAS MADE, STEERING WHEEL STILL WALKING SIDE TO SIDE. PLEASE DIAG/ADV.

Cause: .

Correction: 43145 0 COMPLETED

Service: 20ACZ MULTI-POINT INSPECTION

Type: ICP Technician: Domonick D Burch Comeback: N

Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: MULTI-POINT INSPECTION

Cause:

Correction: 43145 0 COMPLETED

Repair Order: 238794	Mileage: 39610	Total: \$0.00
Open Date: 04/30/2018	Closed Date: 05/07/2018	Advisor : Matthew J Sheridan
Owner: DENNIS NGUYEN*		

Service: 20ACZ MULTI-POINT INSPECTION

Type: ICP Technician: Domonick D Burch Comeback: N

Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: MULTI-POINT INSPECTION

Cause:

Correction: 39610 0 COMPLETED

Service: 57ACZ LOANER CAR

Type: ICP Technician: Domonick D Burch Comeback: N

Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: LOANER CAR

Cause:

Correction: 39610 0 COMPLETED

Service: 43ACZ PERFORMED DIAGNOSTICS & TEST DRIVING. FOUND LEVER INSIDE RR SEAT ALSO NEEDED TO BE INSULATED. NOISE ELIMINATED ON RR SEAT NOW.

Type: WPA Technician: Domonick D Burch Comeback: N

Labor: \$140.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES THE 2ND ROW PASSENGER SIDE SEAT HAS A RATTLE / FEELS LOOSE. WHEN PULLING SEAT BACK AND FORTH, HE STATES SOUNDS LOOSE... PLEASE DIAGNOSE AND ADVISE.

Cause: .

Correction: 39610 100 test drove with customer, duplicated noise, test drove with joey while taking pieces out to isolate noise. took out RR seat, test drove without seat and no noise was present in the RR. Took apart RR seat further and found noise to be coming from spring loaded lever which flips the seats down. insulated lever/ contact area, installed RR seat, test drove and no more noise was heard from RR of vehicle COMPLETED COMPLETED

Service: 35ACZ PERFORMED BRAKE SYSTEM TESTING; UNABLE TO REPLICATE ANY ISSUE AT THIS TIME. COULD ALWAYS TRY BRAKE FLUSH; CLIENT DECLINED BRAKE FLUSH.

Type: ICP Technician: Domonick D Burch Comeback: N

Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES THE LOANER CAR BRAKES FEEL MUCH MORE FIRM THAN HIS VEHICLE. C/S THIS CAR'S BRAKES FEEL TO SOFT? PLEASE DIAGNOSE AND ADV

Cause: .

Correction: 39610 0 COULD NOT DUPLICATE CONDITION AT THIS TIME BRAKES FEEL FINE LIKE NORMAL BRAKES AT 399/40K. IF SEEMS TO BE A PROBLEM REC BRAKE FLUSH IN CASE AIR GOT INTO THE LINES

Service: 43ACZ PERFORMED TEST DRIVING WITH CLIENT AND MULTIPLE TECHS. FOUND NOISE COMING FORM INSIDE LR SEAT. INSULATED LEVER & RETESTED; NOISE ELIMINATED.

Type: WPA Technician: Domonick D Burch Comeback: N

Labor: \$420.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES THERE IS A RATTLING NOISE COMING FROM THE 2ND ROW DRIVERS SIDE SEAT AREA THAT CAN BE HEARD WHEN DRIVING IF YOU SIT IN THE RR SEAT AREA. CLIENT DOES NOT KNOW IF IS IN SEAT OR DOOR PANEL AREA. PLEASE DIAGNOSE AND ADVISE.

Cause: .

Correction: 39610 300 test drove with customer, duplicated noise, test drove with joey while taking pieces out to isolate noise. took out LR seat, test drove without seat and no noise was present in the LR. Took apart LR seat further and found noise to be coming from spring loaded lever which flips the seats down. insulated lever/ contact area, installed LR seat, test drove and no more noise was heard from LR of vehicle COMPLETED

Service: 23ACZ PERFORMED TESTING ON BATTERY AND STARTING SYSTEM MULTIPLE TIMES OVER 4 DAYS TIME, NO ISSUES REPLACATED OR FOUND AT THIS TIME.

Type: ICP Technician: Domonick D Burch Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES WHEN STARTING VEHICLE IN COLDER TEMPS THE LIGHTS INSIDE CAR WOULD START TO FLASH, SEEMS LIKE IT IS HAVING A HARD TIME STARTING. ONE TIME THE VEHICLE HAD TO BE JUMP STARTED. PLEASE DIAGNOSE AND ADVISE.

Cause: .

Correction: 39610 0 COULD NOT DUPLICATE CONDITION AT THIS TIME. BATTERY TESTING FINE AT THIS TIME

Service: 43ACZ PERFORMED TEST DRIVING W/CLIENT AND TECHS. ONCE RR SEAT REPAIR WAS PERFORMED NO NOISE REPLICATED FROM RF SEAT AT THIS TIME.

Type: ICP Technician: Domonick D Burch Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES THERE IS A METALIC NOISE THAT CAN BE HEARD FROM INSIDE PASSENGER FRONT SEAT WHEN SOMEONE IS SITTING IN THE SEAT. THE PERSON RIDING IN RR SEAT CAN HEAR IT IN THE RF SEAT. PLEASE DIAGNOSE AND ADVISE.

Cause: .

Correction: 39610 0 NOISE WAS NOT COMING FROM FRONT SEAT. NOISE WAS COMING FROM RR SEAT AND WAS CORRECTED ON LINE "C" COMPLETED

Service: 06ACZ BRAKE SYSTEM FLUSH

Type: Technician: Domonick D Burch Comeback: N
Labor: \$122.96 Parts: \$16.99 Misc: \$0.00

Complaint: BRAKE SYSTEM FLUSH

Cause:

Correction:

Repair Order: 234783	Mileage: 36636	Total: \$0.00
Open Date: 02/14/2018	Closed Date: 02/14/2018	Advisor : Matthew J Sheridan
Owner: DENNIS NGUYEN*		

Service: 57ACZ LOANER CAR

Type: ICP Technician: Evan J Ortega Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: LOANER CAR

Cause:

Correction: 36636 COMPLETED

Service: 20ACZ MULTI-POINT INSPECTION

Type: ICP Technician: Evan J Ortega Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: MULTI-POINT INSPECTION

Cause:

Correction: 36636 COMPLETED

Service: 2325A1 TRANSMISSION WARMER CAMPAIGN (9AT): INSPECT WARMER AND RE-IN S/B: 17-026 S/B: 17-027

Type: WPA Technician: Evan J Ortega Comeback: N
Labor: \$294.00 Parts: \$51.95 Misc: \$0.00

Complaint: CLIENT STATES TRANSMISSION SEEMS TO NOT SHIFT AS SMOOTH AS IT SHOULD... WHEN COMPAIRED TO A LOANER 2017 MDX, IT IS VERY NOTICABLE. WILL HAPPENS ON UPSHIFT AND DOWNSHIFT, HIGHWAY AND CITY. PLEASE DIAGNOSE AND ADV ON ANY NEEDS.

Cause: .

Correction: 36636 230 checked trans warmer for 17-026, warmer OK checked for updates and updated PGM-FI software COMPLETED

Service: 1255C1 SOFTWARE UPDATE (A/T OR PGM-FI) S/B: 15-053 S/B: 16-041 S/B: 17-034

Type: WPA Technician: Evan J Ortega Comeback: N
Labor: \$28.00 Parts: \$0.00 Misc: \$0.00
Complaint: SOFTWARE UPDATE (A/T OR PGM-FI) S/B: 15-053 S/B: 16-041 S/B: 17-034
Cause:
Correction:

Repair Order: 234676 Mileage: 36604 Total: \$45.00
Open Date: 02/12/2018 Closed Date: 02/13/2018 Advisor : Matthew J Sheridan
Owner: DENNIS NGUYEN*

Service: 43ACZ 846099; RR PASSENGER REAR DOOR INNER PANEL TO REMOVE AND REINSTALL INTERNAL SCREW TO PROPER LOCATION. ISSUE RESOLVED.

Type: WPA Technician: Michael A Grobner Comeback: N
Labor: \$70.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES THE RR DOOR INNER PANEL SEEMS TO BE LOOSE. WHEN YOU PULL IT CLOSED THE PANEL FEELS LIKE IT IS NOT FULLY ATTACHED, CAN ALSO HEAR POPPING NOISE FROM PANEL WHEN PULLING CLOSED. PLEASE DIAGNOSE AND ADVISE.

Cause: FOUND SCREW NOT IN STRAIGHT

Correction: 36604 FOUND SCREW NOT IN STRAIGHT 846099 50 REMOVED DOOR PANEL TO REMOVE SCREW AND INSTALLED SCREW PROPERLY

Service: 57ACZ LOANER CAR

Type: WPA Technician: Michael A Grobner Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: LOANER CAR

Cause: .

Correction:

Service: 43ACZ 826099; ADJUSTED TENSION ON LF WINDOW RUN SEAL.

Type: WPA Technician: Michael A Grobner Comeback: N
Labor: \$98.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES LF WINDOW HAS RATTLING SOUND THAT CAN BE HEARD WHEN GOING OVER BUMPS. CAN HEAR WITH WINDOW DOWN 2-3 INCHES, AND EVEN WHEN WINDOW IS CLOSED AS WELL... PLEASE DIAGNOSE AND ADVISE. HEARS AT HWY SPEEDS.

Cause: WINDOW IS LOOSE IN RUN CHANNEL

Correction: 36604 WINDOW IS LOOSE IN RUN CHANNEL 826099 70 SHIMMED RUN CHANNEL WITH FELT TAPE

Service: 20ACZ MULTI-POINT INSPECTION

Type: CPA Technician: Michael A Grobner Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: MULTI-POINT INSPECTION

Cause:

Correction:

Service: 8121E5 REPLACE HOOD LATCH. (INCLUDES HDS DIAGNOSIS) S/B: 15-046

Type: WPA Technician: Michael A Grobner Comeback: N
Labor: \$56.00 Parts: \$76.89 Misc: \$0.00

Complaint: CLIENT STATES ALARM WENT OFF DURING THE MIDDLE OF THE NIGHT. ALSO NOTICED WHEN DRIVING DOWN HWY THE VEHICLE IS DISPLAYING HOOD IS OPEN, EVNEN THOUGH IT IS NOT. CLIENT WAS REFERED TO TSB 15-046. PLEASE DIAGNOSE AND ADVISE.

Cause: HOOD LATCH SWITCH BAD

Correction: 36604 HOOD LATCH SWITCH BAD 8121E5 40 REPLACED HOOD LATCH

Service: BR001 RESURFACED FRONT ROTORS

Type: Technician: Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: RESURFACED FRONT ROTORS

Cause:

Correction:

Service: 43ACZ 853099; RR MIDDLE ROW SEAT RAIL TO INSTALL INSULATION AND ILLIMINATE NOISE.

Type: WPA
Labor: \$70.00

Technician: Michael A Grobner
Parts: \$0.00

Comeback: N
Misc: \$0.00

Complaint: CLIENT STATES A POPPING / CRACKING NOISE THAN CAN BE HEARD WHEN DRIVING FROM THE RR SEAT AREA. HEARS ON ROUGH HIGHWAY ROADS (C470 CONSTRUCTION AREA) PLEASE DIAGNOSE AND ADVISE.

Cause: RR MIDDLE SEAT RAIL RUBBING ON FLOOR

Correction: 36604 RR MIDDLE SEAT RAIL RUBBING ON FLOOR 853099 50 APPLIED EPT TAPE BETWEEN SEAT RAIL AND FLOOR

Service: 14ACZ PERFORM 30K MILE SERVICE ITEMS.

Type:
Labor: \$0.00

Technician:
Parts: \$0.00

Comeback: N
Misc: \$0.00

Complaint: PERFORM 30K MILE SERVICE ITEMS.

Cause:

Correction:

Service: 43ACZ UNABLE TO REPLICATE ISSUE AT THIS TIME.

Type: WPA
Labor: \$0.00

Technician: Michael A Grobner
Parts: \$0.00

Comeback: N
Misc: \$0.00

Complaint: CLIENT STATES A MINOR CRACKING NOISE CAN BE HEARD COMING FROM THE CENTER OF THE DASH AREA. HEARS ON THE HWY AT LEAST 60MPH. PLEASE DIAG/ADV.

Cause: .

Correction: 36604 COULD NOT DUPLICATE CONDITION AT THIS TIME

Service: 01ACZ CUSTOMER REQUEST SYNTHETIC BLEND ENGINE OIL AND FILTER CHANGE

Type: CPA
Labor: \$28.28

Technician: Michael A Grobner
Parts: \$21.67

Comeback: N
Misc: \$0.00

Complaint: OIL AND FILTER CHANGE--SYNTHETIC OIL COUPON

Cause: CUSTOMER REQUEST SYNTHETIC BLEND ENGINE OIL AND FILTER CHANGE

Correction: 36604 30 COMPLETED

Service: 35ACZ PERFORMED EVALUATION OF BRAKE VIBRATION. FOUND FRONT BRAKE ROTORS WARPED, REC RESURFACE ROTORS. REPAIR DECLINED BY CLIENT AT THIS TIME.

Type: CPA
Labor: \$0.00

Technician: Michael A Grobner
Parts: \$0.00

Comeback: N
Misc: \$0.00

Complaint: CLIENT STATES AT HWY SPEEDS DURING BRAKING A VIBRATION CAN BE DETECTED, PLEASE ADVISE

Cause: FRONT ROTORS WARPED

Correction: 36604 FRONT ROTORS WARPED CUSTOMER DECLINED REPAIR AT THIS TIME

Repair Order: 224475

Mileage: 29544

Total: \$45.00

Open Date: 08/11/2017

Closed Date: 08/11/2017

Advisor : Hollie K Walters

Owner: DENNIS NGUYEN*

Service: 01ACZ CUSTOMER REQUESTS SYNTHETIC BLEND ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$49.95) PLUS TAX AND WASTE DISPOSAL FEE)

Type: CPA
Labor: \$28.28

Technician: Eric W Schulthies
Parts: \$21.67

Comeback: N
Misc: \$0.00

Complaint: CUSTOMER REQUESTS SYNTHETIC BLEND ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$49.95) PLUS TAX AND WASTE DISPOSAL FEE)

Cause:

Correction: 29544 30 COMPLETED

Repair Order: 212411

Mileage: 21840

Total: \$44.00

Open Date: 01/20/2017

Closed Date: 01/19/2017

Advisor : Stuart D Hall

Owner: DENNIS NGUYEN*

Service: 20ACZ PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.

Type: CPA
Labor: \$0.00

Technician: Anthony M Villegas
Parts: \$0.00

Comeback: N
Misc: \$0.00

Complaint: PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.

Cause: ---BRAKE LINING THICKNESS---- TIRE TREAD DEPTH----

Correction:

Service: 01ACZ CUSTOMER REQUESTS SYNTHETIC BLEND ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$49.95) PLUS TAX AND WASTE DISPOSAL FEE)

Type: CPA Technician: Anthony M Villegas Comeback: N
Labor: \$28.28 Parts: \$21.67 Misc: \$0.00

Complaint: CUSTOMER REQUESTS SYNTHETIC BLEND ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$49.95) PLUS TAX AND WASTE DISPOSAL FEE)

Cause:

Correction:

Repair Order: 205398 Mileage: 16708 Total: \$0.00
Open Date: 09/23/2016 Closed Date: 09/30/2016 Advisor : Stuart D Hall
Owner: DENNIS NGUYEN*

Service: 829150 REAR DOOR GLASS RUN, LEFT - REPLACE.

Type: WPA Technician: Hunter A Fausnaugh Comeback: N
Labor: \$171.60 Parts: \$32.73 Misc: \$0.00

Complaint: CUSTOMER STATES DRIVERS REAR WINDOW SEAL IS WARPED CAUSING WHISTLING NOISE AT HIGHWAY SPEEDS. SEE STUART

Cause: DISTORTED LEFT REAR WINDOW RUN CHANNEL

Correction: 16710 DISTORTED LEFT REAR WINDOW RUN CHANNEL 829150 130 REPLACED LEFT REAR WINDOW RUN CHANNEL

Service: 4171C2 DAMPERS/REAR SHOCK ABSORBERS A, BOTH - REPLACE S/B: 16-035

Type: WPA Technician: Hunter A Fausnaugh Comeback: N
Labor: \$171.60 Parts: \$293.30 Misc: \$0.00

Complaint: CUSTOMER STATES THERE IS A CLUNKING NOISE COMING FROM THE REAR OF THE VEHICLE WHEN DRIVING OVER BUMPS. PLEASE CHECK AND ADVISE

Cause: The rear dampers and rear upper damper mount bushings have internal damage

Correction: 16710 The rear dampers and rear upper damper mount bushings have internal damage 4171C2 130 Replace the both rear dampers and the rear upper damper mount bushings. 16-035

Service: 57ACZ LOANER CAR

Type: ICP Technician: Hunter A Fausnaugh Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: LOANER CAR

Cause:

Correction:

Service: 32ACZ AUTO TRANSMISSION

Type: ICP Technician: Hunter A Fausnaugh Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CUSTOMER STATES TRANSMISSION HAS A HARSH SHIFT. PLEASE UPDATE PER TSB 15-054

Cause:

Correction: 16710 TRANSMISSION ALREADY UP TO DATE. SEE HISTORY

Service: 20ACZ PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.

Type: ICP Technician: Hunter A Fausnaugh Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.

Cause: ---BRAKE LINING THICKNESS---- TIRE TREAD DEPTH----

Correction:

Repair Order: 195505 Mileage: 14190 Total: \$0.00
Open Date: 04/28/2016 Closed Date: 04/29/2016 Advisor : Connor Thomas
Owner: DENNIS NGUYEN*

Service: 43ACZ TRIM

Type: WPA Technician: Brandon B Lane Comeback: N
Labor: \$145.20 Parts: \$39.27 Misc: \$0.00

Complaint: CUSTOMER STATES THE DRIVERS WINDOW RUN CHANNEL IS DEFORMED PLEASE ADVISE

Cause: LEFT FRONT WINDOW RUN CHANNEL

Correction: 14190 LEFT FRONT WINDOW RUN CHANNEL 826130 110 REPLACED LEFT FRONT WINDOW RUN CHANNEL

Service: 20ACZ PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.

Type: ICP

Technician: Brandon B Lane

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.

Cause: ---BRAKE LINING THICKNESS---- TIRE TREAD DEPTH----

Correction: 14190 FRONT BRAKES 8MM, REAR BRAKES 8MM FRONT TIRES 8/32, REAR TIRES 8/32 BATTERY TESTS GOOD

Service: 57ACZ LOANER CAR

Type: ICP

Technician: Brandon B Lane

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: LOANER CAR

Cause:

Correction:

Service: 43ACZ TRIM

Type: WPA

Technician: Hunter A Fausnaugh

Comeback: N

Labor: \$79.20

Parts: \$0.00

Misc: \$0.00

Complaint: CUSTOMER STATES THE LEFT REAR DOOR RATTLES WHEN CLOSING PLEASE ADVISE

Cause: LEFT REAR WINDOW RUN CHANNEL LOOSE

Correction: 14190 LEFT REAR WINDOW RUN CHANNEL LOOSE 829099 60 SHIMMED LEFT REAR WINDOW RUN CHANNEL AND RECHECKED

Repair Order: 195125

Mileage: 14096

Total: \$70.00

Open Date: 04/22/2016

Closed Date: 04/22/2016

Advisor : 3217

Owner: DENNIS NGUYEN*

Service: 01ACZ1 CUSTOMER REQUESTS SYNTHETIC ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$83.41 PLUS TAX AND WASTE DISPOSAL FEE)

Type: CPAX

Technician: 1582

Comeback: N

Labor: \$27.39

Parts: \$56.02

Misc: \$0.00

Complaint: CUSTOMER REQUESTS SYNTHETIC ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$83.41 PLUS TAX AND WASTE DISPOSAL FEE)

Cause:

Correction:

Service: 435202A *BATTERY TESTED GOOD: TIRES 8/32 FRONT-7/32 REAR: BRAKES 8MM FRONT & REAR*****

Type: CPAX

Technician: 1582

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: THANK YOU FOR CHOOSING COURTESY ACURA TO PERFORM THE MAINTENANCE ON YOUR VEHICLE TODAY. YOUR VEHICLE HAS GONE THROUGH OUR ACURA ACCELERATED SERVICE TO PERFORM SOME OR ALL OF THE SERVICE AND INSPECTION. THANKS AGAIN FOR CHOOSING COURTESY ACURA.

Cause:

Correction:

Repair Order: 189005

Mileage: 8342

Total: \$0.00

Open Date: 01/09/2016

Closed Date: 01/09/2016

Advisor : Matthew J Sheridan

Owner: DENNIS NGUYEN*

Service: 1255D7 SOFTWARE UPDATE (PCM AND TCM) S/B: 15-054

Type: WPA

Technician: Michael A Grobner

Comeback: N

Labor: \$66.00

Parts: \$0.00

Misc: \$0.00

Complaint: C/S VEHICLE SHIFTING IS ABNORMAL , HUNTING FOR GEARS. SEE HISTORY... CLIENT CALLED ACURA AND THEY INFORMED HIM TSB 15-054 WOULD HELP? PLEASE VERIFY ISSUE AND ADVISE IF THIS WILL ADDRESS.

Cause: .

Correction: 8342 1255D7 50 UPDATED PCM AND TCM

Service: 57ACZ LOANER CAR

Type: WPA Technician: Michael A Grobner Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: LOANER CAR
Cause: .
Correction:

Service: 20ACZ BRAKES 9-7MM F&R / TIRES 9/32" F&R

Type: ICP Technician: Michael A Grobner Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.
Cause: ---BRAKE LINING THICKNESS---- TIRE TREAD DEPTH----
Correction:

Repair Order: 186144 Mileage: 6212 Total: \$0.00
Open Date: 11/20/2015 Closed Date: 11/23/2015 Advisor : Matthew J Sheridan
Owner: DENNIS NGUYEN*

Service: 43ACZ INSTALLED NEW BULKHEAD CLIPS (2) NO CHARGES.

Type: WPA Technician: ANDREW E MOORE Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: CLIENT STATES ENGINE BAY COVER CLIP TO THE LEFT OF THE HOOD LATCH , PLEASE INSTALL
Cause: .
Correction: 6212 REINSTALLED BULK HEAD CLIP

Service: 20ACZ BRAKES GOOD, TIRES GOOD.

Type: ICP Technician: ANDREW E MOORE Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: PLEASE PERFORM THE MULTI-POINT INSPECTION AND REPORT ANY CONCERNS.
Cause: ---BRAKE LINING THICKNESS---- TIRE TREAD DEPTH----
Correction:

Service: 7141A5 TAILLIGHT ASSY. RIGHT - REPLACE.

Type: WPA Technician: ANDREW E MOORE Comeback: N
Labor: \$26.40 Parts: \$0.00 Misc: \$0.00
Complaint: REPLACE PASSENGER TAIL LIGHT LENSE DUE TO MOSITURE - CUSTOMER WAS IN ON 10.2.15 - TYLER THE TECH ORDERED THE PART (OUTTER HOUSING)
Cause: .
Correction: 6212 7141A5/01801 20 REPLACED RIGHT OUTER TAIL LIGHT

Service: 57ACZ LOANER CAR

Type: WPA Technician: ANDREW E MOORE Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00
Complaint: LOANER CAR
Cause: .
Correction:

Repair Order: 184592 Mileage: 5100 Total: \$64.00
Open Date: 10/28/2015 Closed Date: 10/28/2015 Advisor : 927
Owner: DENNIS NGUYEN*

Service: 01ACZ1 CUSTOMER REQUESTS SYNTHETIC ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$83.41 PLUS TAX AND WASTE DISPOSAL FEE)

Type: CPAX Technician: 1582 Comeback: N
Labor: \$27.39 Parts: \$56.02 Misc: \$0.00
Complaint: CUSTOMER REQUESTS SYNTHETIC ENGINE OIL AND FILTER CHANGE, TOP OFF ALL OTHER FLUIDS AND INFLATE TIRES TO PROPER PRESSURE (\$83.41 PLUS TAX AND WASTE DISPOSAL FEE)
Cause:
Correction:

Service: 435202A THANK YOU FOR CHOOSING COURTESY ACURA TO PERFORM THE MAINTENANCE ON YOUR VEHICLE TODAY. YOUR VEHICLE HAS GONE THROUGH OUR ACURA ACCELERATED SERVICE TO PERFORM SOME OR ALL OF THE SERVICE AND INSPECTION. THANKS AGAIN FOR CHOOSING COURTESY ACURA.

Type: CPAX

Technician: 1582

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: THANK YOU FOR CHOOSING COURTESY ACURA TO PERFORM THE MAINTENANCE ON YOUR VEHICLE TODAY. YOUR VEHICLE HAS GONE THROUGH OUR ACURA ACCELERATED SERVICE TO PERFORM SOME OR ALL OF THE SERVICE AND INSPECTION. THANKS AGAIN FOR CHOOSING COURTESY ACURA.

Cause:

Correction: