

CL-10246575-5769

To whom it may concern:

2008 NOV 17 PM 4: 52

I am writing this letter to complain and also to inquire, WHY there has not been any additional action taken by the NHTSA, regarding the defective transmissions that the American Honda Corporation has had with their 2002 HONDA Odysseys. I have attached a copy of the letter that I sent to the American Honda Corporation. In addition, I have also sent a copy of that letter to the local news because I would like for it to be known that a problem with the transmission exist and existed even when the first recall was issued in 2004. There are hundreds of people over the US complaining about the same issue. It is not possible that so many consumers have the same exact problem with the vehicle without there being some sort of defect. Not all of the consumers who have complained, have been negligent in the maintenance of the Honda Odyssey, that is what the Honda Corporation is trying to make it seem as though, the problem is owner negligence. In deed it is really a crime that a huge Corporation like, American Honda be allowed to take advantage of so many people that have invested millions of dollars in this company in exchange for a vehicle that does not last the 105,000 miles as stated in their brochure. American Honda was rated the 3rd most reliable car in the US, I would really like to know who took that survey and what kind of Honda are they driving because my Honda Odyssey did not even last over 64,000 miles and it is 6 years old. Honda said that this was a safe and reliable vehicle and they advertise on the Disney Channel to solidify that reliability and safety, but indeed it is very nerve wrecking to know that when you drive this vehicle the transmission is slipping and that it can lock up completely and cause an accident. So much for reliability and safety. I have 5 kids and have really tried not to use my vehicle, but when you have such a big family and things like groceries and practices for school activities to attend. We are obligated to take the chance to use it. How am I suppose to fit all 7 of us into a 1993 4 door Honda Accord that I have, safely, I can't. I can't afford to have a new transmission installed for approximately \$5000.00. I can't purchase another vehicle because we are trying to survive on one income and a mortgage. I know that I am not the only one in this situation, there are many horrible complaints on your website and something needs to be done to correct this injustice. I have submitted all documents to Honda on the 30th of October, 2008 and I am waiting to hear back from them, but I am running out of time. We had planned to drive to Chicago on the 20th of November to pick up my mom and her belongings who is widowed and was planning to come out here so she can help take care of the kids so that I can go back to work Full-time. I do not know how to tell her that my \$35000 vehicle has left us stranded and that we will not be able to pick her up or spend the Holiday with her. Maybe your organization can make a suggestion or take action against Honda, so that no other consumers are put in harms way or left feeling ripped off.

I hope that something is done to correct this nightmare that we are currently living. It is ridiculous how many people this company has impacted.

I look forward to your response.

cc: file
Enclosures

ET
4/5/2
11/17/08
10/17/08

10/24/08

Thank you Lilia Tafaya, Case Manager, for your time and attention regarding the issue filed on 10/20/08. Per our conversation yesterday afternoon, you asked to let you know **HOW MUCH MONEY**, I was willing to put into the installation of a new transmission on our 2002 HONDA Odyssey, VIN#2HKRL18012H [redacted] which currently has 63,680 miles. You clearly stated that unless I was able to give an exact amount, you would not be able to go forward on my case because you needed to show your superiors that I was willing to work with them on a solution to get my Odyssey back on track with a working transmission.

An Odyssey that was purchased on the 6th of December 2001, at O'Hare Auto Group, 1141 Lee Street, Des Plaines, IL 60016, for a total price \$31,335.26 (copy of check is attached), that included an extended warranty of 6YRS/75K miles, an Odyssey, that at the time of purchase was rated the "Best Minivan" by Automobile Magazine. "Honda engineers are better prepared to achieve greater advances in performance, dependability and safety. And you'll be able to fully appreciate these innovations every time you slide behind the wheel of your Honda Odyssey¹." "Honda has combined its vast resources with advanced racing technology to create a minivan that is nothing less than ingenious." "Its enhanced 3.5 liter, 24 valve, VTEC V-6 engine boosts its output to 240 horsepower while also meeting stringent LEV standards and using regular unleaded fuel." "And no major tune-ups are required for the first 105,000 miles*" (*does not apply to fluid and filter changes) "A highly sophisticated new 5-speed automatic transmission puts that power to use."² "Odyssey is a superb example of Honda's legendary commitment to safety. Its technologically advanced safety features have earned it a quadruple -5 star rating - the highest possible rating awarded for frontal-and side-impact protection by the National Traffic Safety Administration."³

I am not sure if you recognize any of these quotes, I got them directly from the 2002 Honda Odyssey brochure, when I read these words, I was sure that I was getting a **safe, reliable**, vehicle that I could transport my kids in for a long time. "It had to be true", I told my husband, "they wouldn't print something unless they stood by it 100%, right!" In December of 2001, when we purchased the vehicle, we had two sons, ages 9 & 20

months old and I was pregnant expecting twin girls in March 2002. Wow, no **major** tune-ups until 105,000 miles, how could I resist, with soon to be a total of 4 kids at the time, that was a great investment to make and not have to worry about any costly repairs that would cause for us to sacrifice any additional money that would take away from my kids. To me, no major tune-ups means no major cost above a hundred dollars up to 105,000 miles, who could resist not purchasing the Odyssey. It was obvious to us that we weren't the only ones who felt this way because we were put on a waiting list. How many millions and millions of dollars did Honda make on the number of Odysseys were sold

¹ Honda Odyssey 2002 brochure Z02206, pg 10

² Honda Odyssey 2002 brochure Z02206, pg 12

³ Honda Odyssey 2002 brochure Z02206, pg 14

that year? Hmm, I wonder, whatever the exact amount was, had to be huge! We told Jim Bell, the Sales Manager at the time, that as long as we had it before the twins were born we would be fine. Although, we purchased our vehicle in December 2001, we did not receive it until the 26th of January, 2002. It felt like a dream come true, because, "HONDA, The power of Dreams,"⁴ well that is what Honda says, but to me and over 500 other consumers that have complained to the NHTSA regarding problems with the transmission. It has been a **nightmare!** A good dream abruptly interrupted by driving an unsafe vehicle. I am glad that it has earned, "the quadruple -5 star rating for frontal-and side-impact protection by the National Traffic Safety Administration,"⁵ because it will need it when the transmission on these vans fail during operation and locks up and one day on an unfortunate consumer it will cause a crash or accident. What are HONDA and the NHTSA waiting for? For fatalities to occur in order to issue a new recall obligating HONDA to replace the transmissions on the excessive number of families that have been impacted by purchasing a vehicle that promised all the above. I did not make up the information quoted above, it was taken directly from the 2002 Honda Odyssey brochure. You mean to tell me that Honda can write this information down to make their vehicles look good for purposes of getting the sales, but when it comes down to honoring their words, they are just words. Consumers are merely a dollar sign to their organization, they do not honor customer loyalty.

This has been a rude awakening for me because I have been a loyal Honda owner since 1994 I owned a *used* 1987 4-dr Honda Accord, baby blue, it had over 130,000 miles when I purchased it and I owned until 1996 not because I wanted to get rid of it, but because I got rear ended by a Ford Bronco in 1996. We had such a good experience with the Accord, that we decided to purchase a *used* 1990 Acura Integra, it wasn't a Honda per say, but it is a Honda engine. VIN#JH4DA9469LS (see attached Vehicle registration). The Acura had a heavy body and frame and because of that, its only flaw was the tie rods and ball joints were always going bad, but the engine and transmission were in great shape. We currently own a *used* white 4 door 1993 Honda Accord 10 Year Anniversary, with 117,000, that was purchased on the 5th of Sept 2001 with 100,000, 1HGCB7693PA this was before we found out we were expecting twins. (Documents attached) We purchased this vehicle because our 1990 Acura was totaled and even after being 10 years old, the Acura held its value. We were hooked on Hondas and I use to say, "I had pride of Honda ownership."

With the arrival of the twins boosting our family size to six (6). There was no way that the 6 of us would fit comfortably in either the Honda Accord or the used 2000 Mitsubishi Montero SUV we had just purchased in May 2001. Especially with all the safety concerns we had heard with SUV's rolling over we could not risk the safety of our kids. It was the perfect opportunity to invest in a Brand New Honda. Not just any Honda, but the Honda Odyssey. We fell in love with this car back in February 2000, when I was pregnant with my second son and we were at the 2000 Auto Show in Chicago's McCormick Place, after comparing the Odyssey with Mazda's MPV, Dodge's Caravan and the Nissan Quest, the Odyssey won our hearts back then hands down.

⁴ 2001 American Honda Motor Co, Inc HRM919

⁵ Honda Odyssey 2002 brochure Z02206, pg 14

In 2000, we had no need for the Odyssey we were a family of four and we couldn't afford to get into debt with a baby on the way. But it was our dream to own a Honda Odyssey. I would have never imagined that my dream would turn into a nightmare, because it feels like a nightmare, when you feel ripped off and feel like you just threw out over \$35000, because although in 2001 I paid \$31335 for it, we had many extras added, carpet & leather seat protection, under coating, fog lights, alarm system CD DVD player, TV, roof rack, I just had new 5 yr battery, new tires installed in October 2007 along with new brakes, I had purchased the Bra for it and the Cargo tray. We treated this vehicle as if it were one of our kids, because not only did we invest a lot into it, but we relied on it to transport our family of 7 we expected it to last a long time. That is what Honda kept saying in its brochure, how reliable it is. Not to mention that it received the honor of being, *the 3rd most reliable car in the USA*, not if you ask me and over 500 other people who have had their Odyssey become unreliable and definitely not safe. Here are a few of the complaints that are on the NTHSA; "Summary:

TRANSMISSION WENT ON THE WAY HOME FROM VACATION AT 44,000. BROKE DOWN ON NY THRUWAY - VERY DANGEROUS AND VERY INCONVENIENT. \$2900 TO REPLACE TRANSMISSION. TRANSMISSION WENT ON THE WAY TO VACATION AT 87,000. BROKE DOWN ON EXIT 2 OF NJ TURNPIKE. VERY DANGEROUS AND VERY INCONVENIENT. HAD TO LEAVE CAR AND RENT ONE TO CONTINUE ON OUR VACATION. WILL GET FIXED THIS WEEKEND - \$3300. HONDA ODYSSEYS ARE NOTORIOUS FOR THIS, AND DEPENDING ON WHERE YOU BREAK DOWN, THIS CAN BE VERY DANGEROUS. WE HAVE 2 KIDS UNDER 10, AND THIS HAS HAPPENED TWICE WITH THEM IN THE CAR ON HIGHWAYS WITH CARS RUNNING AT AN AVERAGE OF 75 MPH. HONDA IS REALLY TAKING CHANCES WITH PEOPLES' LIVES TURNING OUT FAULTY PRODUCT. IT'S A CRIME. *TR,"⁶ and yet another one; "Summary:

AT 49000 MILES, WHEN PULLING INTO TRAFFIC AND ACCELERATING, VEHICLE WOULD FAIL TO ACCELERATE FROM 2ND TO 3RD GEAR. ENGINE WOULD REV, BUT WOULD ACT AS IF IT WAS IN NEUTRAL, WOULD NOT CONTINUE TO ACCELERATE. WOULD HAVE TO EASE OF GAS AND ALLOW VEHICLE TO DOWNSHIFT BEFORE ACCELERATING AGAIN. ALMOST CAUSED ACCIDENT DUE TO PULLING OUT INTO TRAFFIC AND NOT BEING ABLE TO PICK UP SPEED. HAD TO HAVE TRANSMISSION REPLACED. VEHICLE RAN OKAY, THOUGH STILL WOULD EXPERIENCE ROUGH DOWNSHIFTING FROM TIME TO TIME, FOR 3.5 YEARS. NOW HAVING SAME TROUBLE AND HAVING TO REPLACE TRANSMISSION AGAIN. SITUATION IS DANGEROUS AND IS GOING TO RESULT IN AN ACCIDENT IF NOT FOR US, THEN FOR SOMEONE ELSE WITH THE SAME VEHICLE AND SIMILAR PROBLEMS. *TR,"⁷ last, but definitely not least, "MY HUSBAND, 2 YEAR OLD DAUGHTER AND MYSELF WERE DRIVING TO MAINE FROM NEW JERSEY AFTER PURCHASING OUR USED 2002 HONDA ODYSSEY JUST THE PREVIOUS MONTH AT 102000 MILES. ONLY AN HOUR INTO THE TRIP AFTER PASSING THROUGH THE TOLL PLAZA AND GETTING ONTO THE NY THRUWAY THE VAN HAD NO CONTROL. I PUSHED THE BRAKE AND THE VAN ACCELERATED, I PUSHED THE GAS AND THE VAN LURCHED TO A STOP AS IF SOMEONE PULLED THE EMERGENCY BRAKE. I LOST CONTROL OF THE STEERING AND THERE WAS NO SHOULDER TO PULL OVER TO SINCE THERE WAS CONSTRUCTION. CARS, AND 18 WHEELERS WERE FLYING PAST ME AND I WAS IN THE LEFT LANE. AFTER PUTTING MY HAZARDS ON AND DRIVING NO MORE THEN 5 MILES AN HOUR I WAS ABLE TO GET OVER TO THE SHOULDER. AT THIS TIME ALL THE DASH LIGHTS STARTED FLASHING AND SMOKE STARTED POURING OUT OF THE HOOD. WE GOT IT TOWED TO THE NEAREST HONDA DEALERSHIP, AND THEY TOLD US THE TRANSMISSION WAS FRIED AND THE DEALER THAT SOLD IT TO US HAD

⁶ National Traffic Highway Safety Administration, Consumer complaints filed July 26, 2005

⁷ National Traffic Highway Safety Administration, Consumer complaints filed August 13th, 2008

OVERFILLED THE TRANSMISSION FLUID BY 3 QUARTS. THEY SAID WE WOULD NEED A NEW TRANSMISSION. OUR WARRANTY SHIPPED A REBUILT TRANSMISSION. NOW AFTER ONLY PUTTING AROUND 2000 MILES ON IT AND ONLY 2 MONTHS LATER WE ARE STARTING TO HAVE THE SAME PROBLEMS. IT BUCKS WHEN IT SHIFTS, IT BRAKES WHEN I ACCELERATE AND THE WHOLE CAR SHAKES WHEN I SHIFT. I HAVE A 2 YEAR OLD DAUGHTER AND I AM SCARED FOR OUR LIVES TO DRIVE IN THIS, AS MOST OF OUR EXTENDED FAMILIES LIVE 1 HOUR OR MORE SO THAT REQUIRES US TO DRIVE ON MAJOR HIGHWAYS. THIS IS DEFINITELY A MAJOR SAFETY CONCERN!!!!!!!!!!!!!! *TR.*⁸ So much for their quote, "performance, dependability and safety. And you'll be able to fully appreciate these innovations every time you slide behind the wheel of your Honda Odyssey"⁹ You see, I am not the only one having the same transmission problems and major safety and reliability issues with Honda.

You, Lilia, made me feel like it was my fault that the van failed on me, that because the vehicle was 6 years old and the warranty expired. My extended warranty just expired January of this year and as I told you per our conversation, I have 5 kids and we are living on one salary, I could not afford to pay for an additional extended warranty. Why should I, I felt confident in their word that, "no major tune-ups are required for the first 105,000 miles" (*does not apply to fluid and filter changes),"¹⁰

My van had only half the mileage stated above and the fact that the car is 6 years old is irrelevant. The car is 6 years old and only has 63,600 miles it has not even been driven an average of 10,000 miles a year. In 2004, when the Transmission recall was issued it only had 13,460 miles, that was less than 7000 miles a year. On Aug. 3rd, 2004, upon receiving the recall we took the vehicle to the dealer and asked them to change the transmission, whether it is under our warranty or under the recall. The dealer stated that they had to do exactly as the recall stated and because the car was a little less than 1500 miles shy of the required 15000 miles, the transmission could not be replaced, although we complained about it. So they only installed the jet kit. Yet, on Aug 5th 2004, when I returned to the dealer for them to check my fog lights and the front bumper clips, they noticed a transmission leak and cleaned the residue, this was 2 day after installing the jet kit. So how reliable was that jet kit, if it was leaking back then, what is to say that the alternative to installing a new transmission only delayed the inevitable. That the transmission was originally defective and the HONDA Corporation volunteered to add the jet kit in order to buy them time until the 3YR/36000 mile manufacturer warranty expired. After that the bad transmission would no longer be their problem it would fall on the consumer. Because they knew originally that if a recall was issued to supposedly take care of the problem they would not be legally obligated. That is what you kept telling me, right, that the recall was done and the work had taken care of the problem. You didn't understand what I expected from the Honda Corporation, were your words. That is easy for you to say because you are not the one without a car, you are not the one who is out of over \$35000.00, that is more that a years salary for thousands of people. I understand that I do not sign your paycheck on a weekly basis, but it is because of consumers like myself that Honda has become such a successful Corporation and at some

⁸ National Traffic Highway Safety Administration, Consumer complaints filed July 16th, 2008

⁹ Honda Odyssey 2002 brochure Z02206, pg 10

¹⁰ Honda Odyssey 2002 brochure Z02206, pg 14

point in time back in 2001 my \$35000 did go toward someone else's paycheck and because of consumers like myself is the reason that Honda is in business today.

What to do I expect from the Honda Corporation you asked? I want Honda to fix my vehicle and make it reliable and safe the way they it was suppose to be originally, like they said in the brochure, **no major tune-ups are required for the first 105,000 miles**^{*} (**does not apply to fluid and filter changes*),¹¹

The Honda Corporation knew that the transmission in these vehicles were having problems there are also complaints on the NHTSA website that the Pilots and the previous Odyssey had the same transmission and problems. They just made it look nicer to appear to the consumers that it was all brand new.

You, Lilia told me that at 60,000, miles I should have had at least had two transmission flushes, which I did, as the dealer instructed me to do. What I do not understand is that according to the Maintenance schedule on the Owners manual the transmission fluid should be changed at 30,000 miles and then again at 60000 miles.¹² The dealer performed a transmission flush on my vehicle at 17180 miles. That was performed at half of the required mileage per manufacturer's maintenance schedule ***that seems odd***. It was done almost exactly a year and only driven 3720 miles after the jet kit was installed and already the transmission fluid needed to be replaced. That I took my vehicle for the required 15,000 mile maintenance, where the vehicle *should have received an oil and filter change, perform a visual 19 point inspection, inspect the parking brake adjustment, lubricate all hinges, locks and latches, visually inspect all fluid levels and condition of fluids, cooling system, exhaust system, Fuel lines, fuel connections, lights, controls and vehicle underbody*¹³, according to the Owners manual. That transmission fluid should not have been replaced for another 13000 miles, ***hummm***, why would they have changed it? The vehicle has **"A highly sophisticated new 5-speed automatic transmission."**¹⁴ It was changed because when they probably were doing their visual inspection of the vehicles underbody, they noticed a leak or the discoloration of the gear that indicated there was a problem with the transmission and because the recall said to install a jet kit instead of a new transmission, they replaced the transmission fluid to reduce the heat build up. How dirty could the fluid be on a vehicle that had only been driven 17,000 miles in 3 years? That is an average of a little over 5000 miles a year driven and already needed to have the transmission fluid changed, that means that a new Honda driven 15000 miles a year needs the transmission fluid replaced 3 times a year? No, not at all because the transmission for the 2005 Honda Odyssey, is not the same. Why was it changed? It changed because over 500 consumers who actually complained and feared for their family's safety. That is not including the numerous people who do not know their rights or who believed that they were negligent or just do not have the time to complain. The second transmission fluid replacement was not done at 60000 miles as indicated in the Owner manual it was performed at 29435 miles. At this time, we noticed the gears

¹¹ Honda Odyssey 2002 brochure Z02206, pg 14

¹² Honda 2002 Odyssey Owner's manual, pg 278

¹³ Honda 2002 Odyssey Owner's manual, pg 278

¹⁴ Honda Odyssey 2002 brochure Z02206, pg 12

shifting hard and felt it slipping. We took it to the Dealer, who once again, replaced the transmission fluid. If there was something wrong with the transmission, why didn't they mention it, We HAD an extended warranty that would have covered it, if the original manufacturer's warranty did not? The Owners manual said, that the Odyssey should have the transmission fluid replaced at 30000 miles the 1st time. Here we are having our transmission replaced a 2nd time, when according to Honda specifications this should be the 1st time the fluid got replaced. I would understand that the vehicle required that kind of maintenance, if it was being driven 15000 to 20000 miles a year, but for a vehicle that had an average of 7000 miles driven a year. Come on! You know the transmission was defective, just admit it, or own up to it, have the decency to admit the defect and get it corrected before people loose their lives in an accident. How else can you explain hundreds of people all over the United States filing complaints on the same exact issue. I checked the Vehicle complaints on the 2002 Dodge Caravan, Nissan Quest and Mazda MPV and the only one that had problems with the transmissions besides Honda was the Mazda MPV, I am almost sure that if research was done, the same manufacturer sold transmissions to both Honda and Mazda. The transmission is from Japan. The vehicle is 75% made in USA and Canada, but the transmission is from Japan.

So much for *"Hondas Philosophy and the Principle of the Respect for the Individual, the Respect for the Individual is not limited to our associates but also defines the company's relationship within the communities where we operate. Respect for the Individual has three basic components: trust, initiative and equality. This fundamental commitment to 'respect' guides Honda in all of our business operations."*¹⁵ I have not been treated with the Principal of Respect, as stated above, by purchasing a vehicle from them we established the business relationship and *we trusted* in the Honda Corporation. But they have not shown us the consumers that Principle that supposedly enforce. What actions or measures have they taken to show that they care or are willing to remedy the problem? To offer to pay 50% of an expense of over \$5000 is not justifiable when consumers like me have already invested over \$35000 in them. That is less than 10% of what we have invested in the Honda Corporation. There have been consumers that have already paid that in FULL to have their transmissions repaired and within a year or after 2000 miles of driving with the new transmission they have encountered the same problem again. How would you feel if someone in your family was in this situation? If the company that you work for was putting the lives of your loved ones at risk or in harms way by allowing them to drive a vehicle with a defective transmission without correcting the problem they new existed in 2004. Over 4 years ago!

¹⁵ Honda Corporation website

I have attached a copy of the documents you requested along with my husband paycheck stubs and our mortgage payment invoice, so that you can do the numbers and see for yourself how much MONEY we have left over after the mortgage, utilities and food to invest in a new transmission. When we are struggling to keep up with our mortgage payments. My husband's income each check is not enough to cover the mortgage, we have to put 2 paychecks a month to try to pay the house on time, then pay the utilities and groceries with whatever is left over. We are literally living check to check. I have never been so upset and disappointed in something that I believed in so much. Now, that my kids are all in school and NOW that I REALLY needed to rely on my "*reliable*,"¹⁶ vehicle to get a Part-Time job while my kids were in school. In order to help keep us out of foreclosure and afloat, my vehicle is now *worthless*, it is a \$35000 piece of scrap metal. I can not use to pick up my son from his practice at High School or to do groceries. Our family *had* planned to spend Thanksgiving with our Parents in Chicago and I was suppose to bring my moms belongings back with us because she is retiring out here at the end of the year, so that she can help us by taking care of the kids, so that I go to work Full-time. Tell me, how I am suppose to tell my mom, a 64 year old widow that I can not pick up her stuff and that I will not be able to spend Thanksgiving with her? Tell me how I am suppose to fit a family of 7 safely into a 1993 Honda Accord? You can't, Right! "*There is room for seven to ride in total comfort*,"¹⁷ That was why we invested in the Honda Odyssey. It was suppose to be, "*the Best Minivan*," according to *Automobile Magazine*.¹⁸ Boy, were they wrong! I am sure that I feel just like all those hard working Americans who have sweated and endured hard times to invest in their retirements, just to see it all disappear in the blink of an eye during these tough economic times, when big corporations take advantage of the little people while they continue to get bigger.

I have 2 very good friends and neighbors of ours in Chicago that each purchased a 2005 HONDA Odyssey because we could not stop talking about ours so much. [redacted] and [redacted] Chicago, IL, they use to own a Honda CRV, but when their family grew, they purchased a 2005 Honda Odyssey and [redacted] even purchased a Ridgeline for himself fully loaded. [redacted] a Chicago Police Officer and Georgina Salgado's family out grew their Navigator so they also purchased a new 2005 Honda Odyssey, 2842 N Nagle Avenue, Chicago, IL. I will be sure to mention to them to make sure that they have their vehicles checked for any and everything because after this experience, I would hate for something like this to happen to them, too!

¹⁶ Honda Odyssey 2002 brochure Z02206, inside pg 15

¹⁷ Honda Odyssey 2002 brochure Z02206, inside pg 7

¹⁸ Honda Odyssey 2002 brochure Z02206, inside cover

I will close this letter with a quote that the Founder of HONDA created, I thought the HONDA Corporation stood by these words, but their response to the consumer complaints on the NHTSA website speak for themselves.

**"Action without philosophy is a lethal weapon;
philosophy without action is worthless."**

- Soichiro Honda, founder ¹⁹

I look forward to your response. You can reach me at [REDACTED] or via email at [REDACTED]

[REDACTED]

Enclosures

cc: file
Local 6 news, Problem Solvers
CBS News, the Early Show

¹⁹ Honda.com website

8638527534

602409

COGGIN HONDA OF ORLANDO11051 South Orange Blossom Trail
Orlando, Florida 32837
(407) 851-9118

ACCOUNTING

KISSIMMEE, FL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 521 VERN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	02	HONDA ODYSSEY EX	2HKRL18012H		63615/63615		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS							
01JAN02 DD		01JAN2002	WAIT 17OCT08		0.00	CASH	17OCT08
R.O. OPENED		READY	OPTIONS: DLR:000 ENG:3.5_Liter_SOHC_VTEC				
14:19 17OCT08		17:13 17OCT08					

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138 VEH NEEDS TRANSMISSION

9468 VAZQUEZ, OSVALDO LIC#: 9468

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B GIVE EST ON RIM IN THE REAR BENT

940 NO REPAIR/REPLACEMENT REQUIRED

9468 VAZQUEZ, OSVALDO LIC#: 9468

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C Complimentary 19 Point inspection will be preformed on your vehicle at No Charge on todays visit. Your Service advisor will cover the results of this inspection with you.

925 Complimentary 19 Point inspection will be preformed on your vehicle at No Charge on todays visit. Your Service advisor will cover the results of this inspection with you.

PAID *me*
VS

9468 VAZQUEZ, OSVALDO LIC#: 9468

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D** Mon-Fri Oil Change Special \$17.99. Expires 11-15-08

70231 Mon-Fri Oil Change Special \$17.99. Expires 11-15-08

9468 VAZQUEZ, OSVALDO LIC#: 9468

CH

337 168

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1 OIL MTR OIL

1180 1090

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1 666399 FILTER, OIL

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(14MM)

ENVIRONMENTAL *

0 200

2.00

VEH NEEDS TRANSMISSION

\$4159+TAX FRONT AND REAR

ENGINE MOUNTS

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. FLA. STAT. 559.905 (1) (h)

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state {s.403.718}, and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state {s.403.7185}. Miscellaneous charges: this charge represents cost and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [s.559.904 {4}].

LIMITED WARRANTY: All warranties are those of the parts manufacturer. Honda branded parts and labor to replace them are warranted for 12 months or 12,000 miles which ever occurs first. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF

CUSTOMER SIGNATURE

X

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS

SALES TAX

PLEASE PAY THIS AMOUNT

"Where There is Service After the Sale"

ACCOUNTING COPY

8638527534

602409

COGGIN Honda

INVOICE

of Orlando

11051 South Orange Blossom Trail
Orlando, Florida 32837
(407) 851-9118

KISSIMMEE, FL

PAGE 2

HOME:

BUS:

SERVICE ADVISOR:

521 VERN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	02	HONDA ODYSSEY EX	2HKRL18012H		63615/63615		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS							
01JAN02 DD		01JAN2002	WAIT 17OCT08		0.00	CASH	17OCT08
R.O. OPENED	READY	OPTIONS: DLR:000 ENG:3.5_Liter_SOHC_VTEC					
14:19 17OCT08	17:13 17OCT08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	017187	WASHER, DRAIN (14MM)			0.64	0.64	0.64
PARTS:	17.32	LABOR:	1.68	OTHER:	0.00	TOTAL LINE D:	19.00

ENVIRONMENTAL *

VEH NEEDS TRANSMISSION
\$4159+TAX FRONT AND REAR
ENGINE MOUNTS*THIS CHARGE REPRESENTS COSTS AND PROFITS TO
THE MOTOR VEHICLE REPAIR FACILITY FOR
MISCELLANEOUS SHOP SUPPLIES OR WASTE
DISPOSAL. FLA. STAT. 559.905 (1) (h)

2.00

ALL PARTS ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state {s.403.718}, and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state {s.403.7185}. Miscellaneous charges: this charge represents cost and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [s.559.904 {4}].

LIMITED WARRANTY: All warranties are those of the parts manufacturer. Honda branded parts and labor to replace them are warranted for 12 months or 12,000 miles which ever occurs first. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF

DESCRIPTION	TOTALS
LABOR AMOUNT	103.68
PARTS AMOUNT	17.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	123.00
LESS	0.00
SALES TAX	8.00
PLEASE PAY THIS AMOUNT	131.00

CUSTOMER SIGNATURE

X

"Where There is Service After the Sale"

CUSTOMER COPY

Service at the indicated distance or time — whichever comes first.	miles x 1,000	km x 1,000	months									
			12	24	48	72	36	48	60	72	84	96
Replace engine oil and oil filter	15	24	12	24	48	72	36	48	60	72	84	96
Replace engine oil and coolant	15	24	12	24	48	72	36	48	60	72	84	96
Replace air cleaner element	15	24	12	24	48	72	36	48	60	72	84	96
Check engine oil and coolant	15	24	12	24	48	72	36	48	60	72	84	96
Replace spark plugs	15	24	12	24	48	72	36	48	60	72	84	96
Replace timing belt [†] and inspect water pump	15	24	12	24	48	72	36	48	60	72	84	96
Inspect and adjust drive belts	15	24	12	24	48	72	36	48	60	72	84	96
Inspect idle speed [‡]	15	24	12	24	48	72	36	48	60	72	84	96
Replace engine coolant	15	24	12	24	48	72	36	48	60	72	84	96
Replace transmission fluid	15	24	12	24	48	72	36	48	60	72	84	96
Inspect front and rear brakes	15	24	12	24	48	72	36	48	60	72	84	96
Replace brake fluid	15	24	12	24	48	72	36	48	60	72	84	96
Check parking brake adjustment	15	24	12	24	48	72	36	48	60	72	84	96
Replace dust and pollen filter	15	24	12	24	48	72	36	48	60	72	84	96
Rotate tires (Check tire inflation and condition at least once per month)	15	24	12	24	48	72	36	48	60	72	84	96
Visually inspect the following items:												
Tie rod ends, steering gear box, and boots												
Suspension components												
Driveshaft boots												
Brake hoses and lines (including ABS)												
All fluid levels and condition of fluids												
Cooling system hoses and connections												
Exhaust system*												
Fuel lines and connections*												

U.S. Owners
Follow the Normal Conditions Maintenance Schedule if the severe driving conditions specified in the Severe Conditions Maintenance Schedule do not apply.

NOTE: If you only *OCCASIONALLY* drive under a "severe" condition, you should follow the Normal Conditions Maintenance Schedule.

Canadian Owners
Follow the Maintenance Schedule for Severe Conditions.

Service at the indicated distance or time — whichever comes first.	miles x 1,000	km x 1,000	months									
			12	24	48	72	36	48	60	72	84	96
Replace engine oil	15	24	12	24	48	72	36	48	60	72	84	96
Replace engine oil filter	15	24	12	24	48	72	36	48	60	72	84	96
Check engine oil and coolant	15	24	12	24	48	72	36	48	60	72	84	96
Replace air cleaner element	15	24	12	24	48	72	36	48	60	72	84	96
Inspect valve clearance	15	24	12	24	48	72	36	48	60	72	84	96
Replace spark plugs	15	24	12	24	48	72	36	48	60	72	84	96
Replace timing belt [†] and inspect water pump	15	24	12	24	48	72	36	48	60	72	84	96
Inspect and adjust drive belts	15	24	12	24	48	72	36	48	60	72	84	96
Inspect idle speed [‡]	15	24	12	24	48	72	36	48	60	72	84	96
Replace engine coolant	15	24	12	24	48	72	36	48	60	72	84	96
Replace transmission fluid	15	24	12	24	48	72	36	48	60	72	84	96
Inspect front and rear brakes	15	24	12	24	48	72	36	48	60	72	84	96
Replace brake fluid	15	24	12	24	48	72	36	48	60	72	84	96
Check parking brake adjustment	15	24	12	24	48	72	36	48	60	72	84	96
Replace dust and pollen filter	15	24	12	24	48	72	36	48	60	72	84	96
Rotate tires (Check tire inflation and condition at least once per month)	15	24	12	24	48	72	36	48	60	72	84	96
Visually inspect the following items:												
Tie rod ends, steering gear box, and boots												
Suspension components												
Driveshaft boots												
Brake hoses and lines (including ABS)												
All fluid levels and condition of fluids												
Cooling system hoses and connections												
Exhaust system*												
Fuel lines and connections*												

: See information on maintenance and emissions warranty, last column, page 275.

U.S. Owners
Follow the Severe Conditions Maintenance Schedule if you drive your vehicle *MAINTAINLY* under one or more of the following conditions:
• Driving less than 5 miles (8 km) per trip or, in freezing temperatures, driving less than 10 miles (16 km) per trip.
• Driving in extremely hot [over 90°F (32°C)] conditions.
• Extensive idling or long periods of stop-and-go driving.
• Trailer towing, driving with a roof top carrier, or driving in mountainous conditions.
• Driving on muddy, dusty, or de-iced roads.

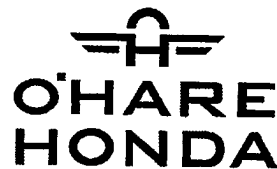
Canadian Owners
Follow the Maintenance Schedule for Severe Conditions.

* 1 : Refer to page 309 for replacement information under special driving conditions.
* 2 : Refer to page 308 for replacement information under special driving conditions.
: See information on maintenance and emissions warranty, last column, page 275.

28828

228139

INVOICE



1509 River Road (847) 297-5700
DES PLAINES, ILLINOIS 60018
www.oharehonda.com

PAGE 1

SERVICE ADVISOR: 31 EDWIN MANCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/QUARTZ	02	HONDA ODYSSEY	2HKRL18012H		29435/29435	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
26JAN02 IS			15:00 16AUG06		0.00	COUPON-P 16AUG06
R.O. OPENED	READY	OPTIONS: STK:5550 DLR:207879 ENG:3.5 Liter 1)WD VG21126093 72/75 \$100 2)10% GOLD CARD				
08:46 16AUG06	14:07 16AUG06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A OIL AND FILTER CHANGE

1A CHANGED OIL AND OIL FILTER REPLACED DRAIN PLUG
SEAL CHECKED AND ADJUSTED TIRE PRESURES AND
FLUID LEVELS PERF.VISUAL 19 POINT INSP
INCLUDES 120 DAYS ROADSIDE ASSIT AND TIRE
ROAD HAZZARD ASSURANCE

973 CPM

1	099	INSPECTION			13.49	13.49
1	666399	W-FILTER, OIL	5.00	5.00	5.00	5.00
1	017187	W-WASHER, DRAIN (14MM)	6.58	6.50	6.50	6.50
1	017187	W-WASHER, DRAIN (14MM)	0.36	0.36	0.36	0.36
4	5W20	GENUINE HONDA	2.40	2.40	9.60	9.60

B CLOCK LIGHT INOP

NC NEEDS BULB

973 CPM

0.00 0.00

C TRANSMISSION SHIFTS HARD WHILE IN GEAR CHECK AND ADVISE

1AT SERVICE AUTO TRANS

973 CPM

1	330093	W-WASHER, DRAIN (18MM)			59.21	59.21
3	651262	ATF Z1 FLUID	1.99	1.99	1.99	1.99
			6.25	6.25	18.75	18.75

D CHECK POWER SOCKET AND ADVISE

100A INSPECTION ONLY

973 CPM

79.00 79.00

NEEDS CLOCK LIGHT BULB \$39.99 NEED TO TIGHTEN POWER SCOCKET \$39.50
FOUND DRIVERS SEAT ROCKS NEEDS SEAT BASE

E DRIVERS FRONT SPEAKER RATTLES CHECK AND ADVISE

POO SPECIAL ORDERED PART WILL CALL TO SET APPT

WHEN PART COMES IN ,PARTS CAN TAKE 7-10 DAYS
TO ARRIVE

973 CPM

0.00 0.00

ORDERED LEFT FRONT DOOR SPEAKER WESTERN DIVERSIFIED ADJUSTER PAT

O'HARE HONDA
DES PLAINES, IL

AUG 16 PAID

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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.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

SUBLET AMOUNT

TOTAL CHARGES

LESS INS./DISCOUNT

SALES TAX

PLEASE PAY THIS AMOUNT

28828

228139

INVOICE



CHICAGO, IL

HOME: [REDACTED] BUS [REDACTED]

PAGE 2

 1509 River Road (847) 297-5700
 DES PLAINES, ILLINOIS 60018
 www.oharehonda.com

SERVICE ADVISOR: 31 EDWIN MANCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED/QUARTZ	02	HONDA ODYSSEY	2HKRL18012H [REDACTED]	[REDACTED]	29435/29435	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	INVT. DATE
26JAN02 IS			15:00 16AUG06		0.00	COUPON-P 16AUG06
R.O. OPENED	READY	OPTIONS: STK:5550 DLR:207879 ENG:3.5 Liter 1)WD VG21126093 72/75 \$100 2)10% GOLD CARD				
08:46 16AUG06	14:07 16AUG06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH # PRO1178522 DEDU \$100.00 TOTAL PAID \$153.32 FOR SPEAKER AND SWITCH							

F** DRIVERS SIDE HEATED SEAT SWITCH ~~WAS~~ IS INOP

POO SPECIAL ORDERED PART WILL CALL TO SET APPT

WHEN PART COMES IN ,PARTS CAN TAKE 7-10 DAYS

TO ARRIVE

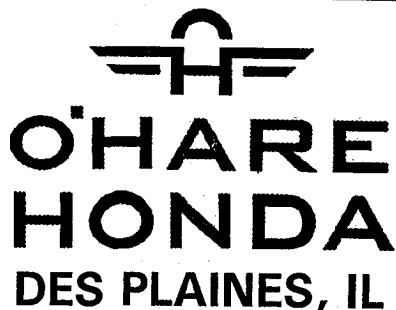
973 CPM	0.00	0.00
ORDERED DRIVERS HEATED SEAT SWITCH COVERED UNDER WESTERN DIVERSIFIED SEE LINE E		

CUSTOMER PAY ENVIR.SVC.FEE FOR REPAIR ORDER	1.27
---	------

WE USE GENUINE HONDA PARTS WITH A 12 MONTH 12 THOUSAND MILE NATIONWIDE WARRANTY

WE ALSO CAN PERFORM MAINTENANCE ON YOUR OTHER MAKE VEHICLES, ASK YOUR ADVISOR FOR DETAILS

THANK YOU FOR YOUR BUSINESS, IF YOU HAVE ANY QUESTIONS ABOUT YOUR VISIT CALL FRANK AT EXT3167 YOUR NEXT SERVICE IS ON [REDACTED]



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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	151.70
PARTS AMOUNT	42.20
SUBLET AMOUNT	0.00
TOTAL CHARGES	195.17
LESS INS./DISCOUNT	23.89
SALES TAX	3.80
PLEASE PAY THIS AMOUNT	175.08

28828

189360



INVOICE

CHICAGO, IL
HOME

BUS:

PAGE 1

1509 River Road (847) 297-5700
DES PLAINES, ILLINOIS 60018
www.oharehonda.com

SERVICE ADVISOR: 945 CHARLES HAMILTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED/QUARTZ	02	HONDA ODYSSEY	2HKRL18012H		17180 (17180)	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
26JAN02 IS			17:00 11FEB05		98.00	COUPON-P 11FEB05
R.O. OPENED	READY	OPTIONS: STK:5550 DLR:207879 ENG:3.5 Liter 1)WD VG21126093 72/75 \$100 2)10% GOLD CARD				

08:07 11FEB05 14:25 11FEB05

LINE OPCODE TECH TYPE HOURS

A 15000 MILE SERVICE

LIST NET TOTAL

5A PERFORMED 15K SERVICE CHANGED OIL AND FILTER

PERFORMED F.I. CLEANER, INSTALLED GRAPHITE

LUBE, PERF. TRANS SVC, RATED TIRES, CHECKED

BRAKES ADJUSTED TIRE PRESURES PERFORMED VEH
INSPECTION AS REQUIRED

106 CPM

120.40 120.40

1 666399 W-FILTER, OIL

6.50 6.50 6.50

1 017187 W-WASHER, DRAIN (14MM)

0.36 0.36 0.36

4 5W20 GENUINE HONDA

2.05 2.05 8.20

1 KREX-KIT

12.00 12.00 12.00

3 651262 ATF Z1 FLUID

3.96 3.50 10.50

1 330093 W-WASHER, DRAIN (18MM)

1.99 1.99 1.99

B CK. CUST. STATES PASS. SIDE FOG LAMP LENS IS CRACKED.

NC ROCK CRACKED BULB

106 CPM

0.00 0.00

C CK. CUST. STATES THERE IS A RUBBING NOISE WHEN OPENING LIFTGATE.

NPF NO PROBLEM FOUND

106 WPM

(N/C)

D CUSTOMER HEARING WIND NOISE FROM FRONT OF DRIVERS DOOR AROUND 60MPH

POO SPECIAL ORDERED PART WILL CALL TO SET APPT

WHEN PART COMES IN, PARTS CAN TAKE 7-10 DAYS
TO ARRIVE

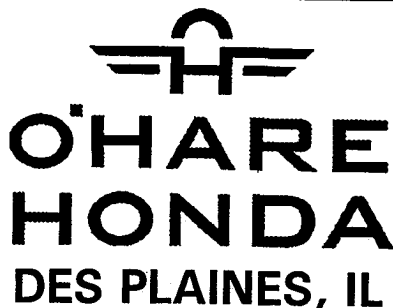
106 CPM

0.00 0.00

ORDERED LEFT FRONT WINDOW RUN CHANNEL PUNCH TIME FOR DIAG. IS ON
THIS RO 2.0

CUSTOMER PAY ENVIR. SVC. FEE FOR REPAIR ORDER

1.19



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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

SUBLET AMOUNT

TOTAL CHARGES

LESS INS./DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

28828

177965



INVOICE

 DUPLICATE 1
 PAGE 1

 1509 River Road (847) 297-5700
 DES PLAINES, ILLINOIS 60018
 www.oharehonda.com

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 5 CHRIS STROHM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED/QUARTZ	02	HONDA ODYSSEY	2HKRL18012H		13488/13488		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JAN2002			18:30 06AUG04		98.00	CASH	06AUG2004

R.O. OPENED

READY

 OPTIONS: STK:5550 DLR:207879 ENG:3.5 Liter 1)WD
 VG21126093 72/75 \$100 2)10% GOLD CARD

15:47 05AUG04 10:10 06AUG04

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CK. HEADLIGHT AIM

CAUSE: HEADLIGHT AIM OFF

712320 HEADLIGHTS - ADJUST.

106 WPM

(N/C)

FC: 07406 PART#: COUNT:

CLAIM TYPE: 01201

AUTH CODE:

B CK. RIGHT FRONT FOGLIGHT IS OUT

CAUSE: CLIPS WORN

POO SPECIAL ORDERED PART WILL CALL TO SET APPT

WHEN PART COMES IN ,PARTS CAN TAKE 7-10 DAYS

TO ARRIVE

106 CPM

0.00

0.00

ORDERED BULB

C CK. FRONT LOWER BUMPER CLIPS

CAUSE: CLIPS WORN

810099 REPLACED FRONT BUMPER CLIPS

106 WPM

(N/C)

4 497812 CLIP A, BUMPER

(N/C)

FC: 00401

PART#: 497812

COUNT:

CLAIM TYPE: 00101

AUTH CODE:

D CK. FOR TRANS LEAK

NC CLEANED RESIDUE FLUID

106 CPM

0.00

0.00

E** HERTZ

 DES PLAINES, IL

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
SUBLET AMOUNT	
TOTAL CHARGES	
LESS INS./DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

28828

177734

INVOICE



CHICAGO, IL

HOME:

BUS:

PAGE 1

 1509 River Road (847) 297-5700
 DES PLAINES, ILLINOIS 60018
 www.oharehonda.com

SERVICE ADVISOR: 4 FRANK LOREK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED/QUARTZ	02	HONDA ODYSSEY	2HKRL18012H		13460/13460	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25JAN2002			16:00 03AUG04		98.00	COUPON-P 03AUG2004
R.O. OPENED	READY	OPTIONS: STK:5550 DLR:207879 ENG:3.5 Liter 1)WD				
VG21126093 72/75 \$100 2)10% GOLD CARD						
07:59 03AUG04	18:03 03AUG04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TRANS RECALL

222106 SAFETY RECALL: AUTOMATIC TRANSMISSION

SECOND GEAR INSPECTION - VEHICLE WITH 15,000

MILES OR LESS: INSTALL A/T

106 WPM

1 775893 KIT, OIL JET

(N/C)

(N/C)

B CHECK BRAKES

411150 REPLACE RETAINER CLIPS AS OUTLINED IN SB

TEMP ID 04019A T.7 OK NOW

106 WPM

1 766084 SHIM SET, RR

(N/C)

(N/C)

C OIL AND FILTER CHANGE

1A CHANGED OIL FILTER FILLED OIL TO MANUFACTURER

SPECS, REPLACED DRAIN PLUG SEAL

WASHER, ADJUSTED TIRE PRESURES TOPPED OFF

FLUIDS PERFORMED VEHICLE INSPECTION

106 CEX

1 666399 W-FILTER, OIL

1 017187 W-WASHER, DRAIN (14MM)

5 5W20 GENUINE HONDA

6.50

0.36

1.86

14.20

6.50

0.36

1.49

14.20

6.50

0.36

7.45

D REPAIR TIRE

400 REPAIR R/F TIRE FOUND NAIL IN TIRE ALSO FOUND

NAIL IN DRIVER REAR TIRE REPAIRED BOTH TIRES

106 CPM

16.00

16.00

E CUST STATES FOG LAMP INOP ON PASS SIDE ?

019101 FOUND PASS SIDE FOG LAMP FILAMENT BURNT



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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

SUBLET AMOUNT

TOTAL CHARGES

LESS INS./DISCOUNT

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

CUSTOMER COPY

28828

177734

INVOICE



1509 River Road (847) 297-5700
DES PLAINES, ILLINOIS 60018
www.oharehonda.com

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 4 FRANK LOREK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED/QUARTZ	02	HONDA ODYSSEY	2HKRL18012H		13460/13460		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
25JAN2002			16:00 03AUG04		98.00	COUPON-P	03AUG2004
R.O. OPENED		READY	OPTIONS: STK:5550 DLR:207879 ENG:3.5 Liter 1)WD				
07:59 03AUG04		18:03 03AUG04	VG21126093 72/75 \$100 2)10% GOLD CARD				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				REPLACED BULB OK NOW			
				106 WPM			(N/C)

F CUST STATES DRIVER SEAT ROCKS ON TURNS
POO SPECIAL ORDERED PART WILL CALL TO SET APPT
WHEN PART COMES IN ,PARTS CAN TAKE 7-10 DAYS
TO ARRIVE
106 WPM
(N/C)

WE USE GENUINE HONDA PARTS WITH A 12 MONTH 12
THOUSAND MILE NATIONWIDE WARRANTY
QUALITY PARTS AND SERVICE AT A FAIR PRICE
COMPLIMENTARY EXTERIOR WASH WITH SERVICE
THANK YOU FOR YOUR BUSINESS,IF YOU HAVE ANY
QUESTIONS ABOUT YOUR VISIT CALL FRANK AT
EXT3167 YOUR NEXT SERVICE IS ON



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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	30.20
PARTS AMOUNT	14.31
SUBLET AMOUNT	0.00
	0.00
TOTAL CHARGES	44.51
LESS INS./DISCOUNT	8.06
SALES TAX	1.22
PLEASE PAY THIS AMOUNT	37.67

CUSTOMER COPY



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

Spring/Summer 2004

Safety Recall Campaign: Automatic Transmission Second Gear Inspection

Dear Honda 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 2002-04 Odysseys and 2003-04 Pilots. 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 Honda 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 Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
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 2002-04 Odyssey or 2003-04 Pilot 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 a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

LaSalle Bank N.A.

4747 WEST IRVING PARK ROAD, CHICAGO, IL 60641
773/777-7700

23-97
1020

363151966-5

01-26-02

PAY TO THE
ORDER OF

O'HARE HONDA

**LABALLE
BANKS**

\$31,335dols 26cts

VOID OVER **\$31,335.26** PAY ONLY

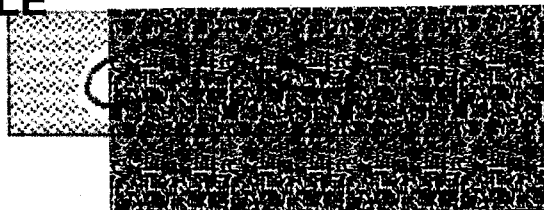
\$31,335.26

Jan 28-2002

NON NEGOTIABLE
CUSTOMER COPY

MEMO

Issued by Integrated Payment Systems Inc., Englewood, Colorado
Bank One Colorado N.A., Denver, Colorado



O'HARE

AUTO GROUP

HONDA · PONTIAC · HYUNDAI

(847) 297-5700 824-3141 803-8500
DES PLAINES, IL 60018

SOURCE

REFER

SOLD TO: [REDACTED] DATE: 12-06-01 SALESPERSON: RENE/BELL
ADDRESS: [REDACTED] RES. PHONE: [REDACTED] BUS. PHONE: [REDACTED]
CITY: CHICAGO IL E-MAIL ADDRESS: [REDACTED]

NEW DEMO USED OTHER	YEAR	MAKE	MODEL	COLOR	SERIAL NO.	STOCK NO.
☒	02	HONDA	ODYSSEY RES	RED	2HKRL18012H [REDACTED]	5550
				BIRTHDATE	SELLING PRICE 30019.11	
				2/19/71	30190.00	
				BIRTHDATE	OPTIONS 1856.60	
				10/5/73	31,875.71	
					TRADE 15000.00	
					VEHICLE THEFT REGISTRATION (Optional) 189.00	
					CASH DIFFERENCE 16875.71	
					DOCUMENTARY SERVICE FEE 51.44	
					TAXABLE TOTAL 16927.15	
					SALES TAX 1354.17	
					COUNTY TAX 126.95 + 15.00 141.95	
					STATE LICENSE AND TITLE 80.00	
					SUB-TOTAL 18503.28	
					DEPOSIT / DOWNPAYMENT 5000.00	
					CASH DUE OR AMOUNT FINANCED ON DELIVERY 13503.28	
					*ESTIMATED BALANCE OWED ON TRADE 17033.98	
					6 YR / 75K EX. WARR 798.00	
					BALANCE DUE DEALER 31335.26	

NOTICE: TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, NO MORE THAN \$50.48 MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

EQUIPPED AS PER MANUFACTURER'S FEDERAL LEGAL PRICE LABEL

AUTO	
PK B \$598.00	
MUD GRDS 143.60	
WHEEL LKS 49.00	
FOGS 585.00	
CROSSBARS 146.00	
REMOTE STARTER / ALARM 335.00	
	1856.60

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law such as when a service contract or warranty is provided by O'HARE AUTO

*Purchaser certifies that the information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage"

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO.

1HGCB7693PA

YEAR

93

MAKE

HONDA

MODEL

ACCORD 10

BODY STYLE

4 DOOR

TITLE NO.

DATE ISSUED

02/11/02

ODOMETER

100429

100429

CCM

PURCHASED /

USED

PURCHASE DATE

09/05/01

MAILING ADDRESS

MOBILE HOME SQ. FT.

TYPE OF TITLE

ORIGINAL

CHICAGO IL

LEGEND(S)

OWNER'S NAME AND ADDRESS

NOT ACTUAL MILEAGE

CHICAGO IL

FIRST LIENHOLDER NAME AND ADDRESS

SECOND LIENHOLDER NAME AND ADDRESS

RELEASE OF LIEN

The holder of Lien on the vehicle described in this Certificate does hereby state that the lien is released and discharged.

Firm Name

By

Date

Signature of Authorized Agent

Firm Name

By

Date

Signature of Authorized Agent

NEW LIEN ASSIGNMENT: The information below must be on an application for title and presented to the Secretary of State.
Secured Party: _____
Address: _____

Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

ASSIGNMENT OF TITLE

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address:

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

ODOMETER READING

NO
TENTHS

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage.

WARNING-ODOMETER DISCREPANCY

"If this vehicle is one of more than 5 commercial vehicles owned by me, I certify also that the vehicle is not damaged in excess of 33 1/3% of its fair market value unless this document is accompanied by a salvage application."

Signature(s) of Seller(s)

Printed Name(s) of Seller(s)

I am aware of the above odometer certification made by seller.

DATE OF SALE

Signature(s) of Buyer(s)

Printed Name



I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that according to the records on file with my Office, the person or entity named hereon is the owner of the vehicle described hereon, which is subject to the above named liens and encumbrances, if any.
 IN WITNESS WHEREOF, I HAVE AFFIXED MY SIGNATURE AND
 THE GREAT SEAL OF THE STATE OF ILLINOIS, AT SPRINGFIELD.

D26574268

CONTROL NO.

Jesse White
 JESSE WHITE, Secretary of State



DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

5178 ☒ State Farm Mutual Automobile Insurance Co. 25143 ☐ State Farm Fire and Casualty Co.

25178 ☒ State Farm Mutual Automobile Insurance Co. 25143 ☐ State Farm Fire and Casualty Co.



POLICY NUMBER [REDACTED]
INSURED [REDACTED]

POLICY NUMBER [REDACTED]
INSURED [REDACTED]

EFFECTIVE DATE 9/6/01 EXPIRATION DATE 11/6/01

EFFECTIVE DATE 9/6/01 EXPIRATION DATE 11/6/01

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER
93 Honda Accord
1HGBH7693RA [REDACTED]

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER
93 Honda Accord
1HGBH7693RA [REDACTED]

COVERAGES (SEE REVERSE FOR COVERAGE NAMES)

FOLD COVERAGES (SEE REVERSE FOR COVERAGE NAMES)

A 50/100/50
C 1000
D 5000 6500
H 251000
W 50/100/50

A 50/100/50
C 1000
D 5000 6500
H 251000
W 50/100/50

TEMPORARY
WIL SALVADOR
State Farm Insurance
3360 N. Milwaukee
Chicago, IL 60641

TEMPORARY
WIL SALVADOR
State Farm Insurance
3360 N. Milwaukee
Chicago, IL 60641

THESE CARDS
ARE INVALID IF
THE POLICY FOR
WHICH THEY
WERE ISSUED
LAPSES OR IS
TERMINATED.

130-4180 ILe.1
Printed in U.S.A.

KEEP THIS COPY IN YOUR CAR

KEEP THIS COPY WITH YOU



State Farm Mutual Automobile Insurance Company

7401 Cypress Gardens Boule
Winter Haven FL 33888

NAMED INSURED

AT2

KISSIMMEE FL

DECLARATIONS PAGE

POLICY NUMBER

POLICY PERIOD JUN 09 2008 to JAN 09 2009

AGENT

CHARLIE POLLZZIE INS AGCY INC
316 N JOHN YOUNG PARKWAY
SUITE 7
KISSIMMEE, FL 34741-4981

PHONE: (407)847-0229

**DO NOT PAY PREMIUMS SHOWN ON THIS PAGE.
SEPARATE STATEMENT ENCLOSED IF AMOUNT DUE.**

YEAR	MAKE	MODEL	BODY STYLE	VEHICLE ID. NUMBER	CLASS
1993	HONDA	ACCORD	4DR	1HGCB7693PA	1B3050H000

SYMBOLS	COVERAGES	PREMIUMS
	See policy for coverage details.	1993 HONDA
A	Bodily Injury/Property Damage Liability	\$185.09
	Limits of Liability-Coverage A-Bodily Injury	
	Each Person, Each Accident	
	\$100,000 \$300,000	
	Limits of Liability-Coverage A-Property Damage	
	Each Accident	
	\$100,000	
P10	No Fault	\$64.50
C	Medical Payments	\$22.64
	Limit of Liability-Coverage C	
	Each Person	
	\$5,000	
H	Emergency Road Service	\$1.87
U3	Nonstacking Uninsured Motor Vehicle	\$76.78
	Limits of Liability-U3	
	Each Person, Each Accident	
	\$100,000 \$300,000	

* Total premium for JUN 09 2008 to JAN 09 2009

\$350.88

This is not a bill.

IMPORTANT MESSAGES

Your policy will be assessed 1% due to the Florida Hurricane Catastrophe Fund Assessment.

Your policy consists of this declarations page, the policy booklet - form 9810.7, and any endorsements that apply, including those issued to you with any subsequent renewal notice.

Replaced policy number 4093726-59C.

Your total renewal premium for JUL 09 2008 to JAN 09 2009 is \$300.66.

*** The total premium listed above reflects a recent change to your policy and the 6 month renewal premium.**

For questions, problems or to obtain information about coverage call: (407)847-0229.

EXCEPTIONS AND ENDORSEMENTS (See individual endorsement for details.)





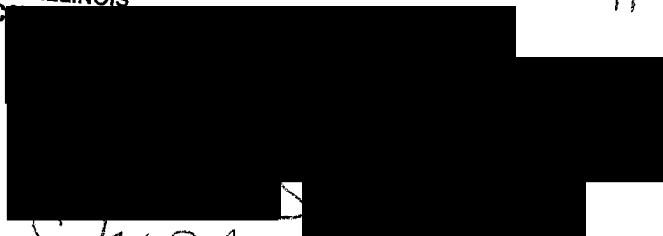
GEORGE H. RYAN
SECRETARY OF STATE
STATE OF ILLINOIS

VEHICLE IDENTIFICATION

CURRENT IL PLATE NO. HRH296	YEAR	PLATE TYPE REQUESTED FAST	EXPIRATION MONTH YEAR 12 96	OFFICE USE ONLY
--------------------------------	------	------------------------------	-----------------------------------	-----------------

06:ZJ:05/17/96:02:6971:
HRH296

TT 1296 25.00 MJ



CHICAGO

IL

VEHICLE IDENTIFICATION NUMBER JH 4IDA9469L										UNIT NUMBER FOR OWNER'S USE	
YEAR 90		MAKE OF VEHICLE ACURA		MODEL		BODY STYLE 1					
REBUILT VEHICLE ☐ YES		MOTORCYCLE NO. C.C.		VEHICLE COLOR UPPER LOWER		RENTAL VEHICLE ☐ YES		LEASED VEHICLE ☐ YES		FILE NUMBER (if applicable)	
For RV, RT, Truck Trailer & Bus Only.		NO. AXLES		GROSS WEIGHT		TYPE OF FUEL GAS DIESEL OTHER		VEHICLE OPERATED			

PAYMENT NO.	ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	IF NOT REC'D BY	AMOUNT DUE
24	0004741423	OCT 01 08	\$1,834.99	OCT 16 08	\$1,907.63

Visit our

personal contact information.

Additional funds shall be applied toward outstanding fees, and the current month's payment must be satisfied prior to additional principal payments being applied.

National City.

Mortgage

PO BOX 533510

ATLANTA GA 30353-3510



REGULAR PAYMENT \$
*ADDITIONAL PRINCIPAL \$
LATE FEES \$
TOTAL PAYMENT \$

000474142300000183499200001907636

⑆5000⑉0003⑆ 0004741423⑈00⑆

VERIFY DOCUMENT AUTHENTICITY - COLORED AREA MUST CHANGE IN TONE GRADUALLY AND EVENLY FROM DARK AT TOP TO LIGHTER AT BOTTOM



ATLANTIC TOWER SERVICES INC
1019 28TH STREET
ORLANDO FL 32805

Advice number:

00000400018

Pay date:

10/03/2008

Deposited to the account of

account number

transit ABA

amount

\$1,676.50

\$150.00

THIS IS NOT A CHECK

NON-NEGOTIABLE

THE ORIGINAL DOCUMENT HAS AN ARTIFICIAL WATERMARK ON THE BACK. HOLD AT AN ANGLE TO VIEW WHEN CHECKING THE ENDORSEMENT.

VERIFY DOCUMENT AUTHENTICITY - COLORED AREA MUST CHANGE IN TONE GRADUALLY AND EVENLY FROM DARK AT TOP TO LIGHTER AT BOTTOM



ATLANTIC TOWER SERVICES INC
1019 28TH STREET
ORLANDO FL 32805

Advice number:

00000420018

Pay date:

10/17/2008

account of

account number

transit ABA

amount

\$1,676.52

\$150.00

THIS IS NOT A CHECK

NON-NEGOTIABLE