

CL- 10268109-3192

Hobe Sound, Florida

April 21st, 2009

Administrator
 National Highway Traffic Safety Administration (NHTSA)
 400 Seventh Street, SW, Room 5232
 Washington, DC 20590
 Telephone: (888)327-4236 or (888)DASH2DOT
 www.nhtsa.dot.gov

Dear To Whom Concern;

I mailed the receipts enclosed to American Honda Motor Company, Inc., Automobile Customer Service, Post Office Box 2964, Torrance, CA 90501-2746 back in January, 2009. I received a letter from Darrell Harville to call him at (800)999-1009 Extension 117701 because he says that he tried to call me with no success. Upon receiving his letter, I called the telephone number provided at 8:00p.m. Eastern Time on Tuesday, February 3rd, 2009. I left a message when I called and Darrell Harville and the recording stated MESSAGE SENT.

On Wednesday, February 4th, 2009 at 10:12a.m. thru 10:19a.m. Honda called me back. The Caller ID only shows Unknown Caller and no telephone number of where it came from. (I rely on my Caller ID for ALL calls coming in and have a habit to return ALL calls). Darrell Harville refused to REIMBURSE for Safety Recall and said that he will have ALL of the Car Dealerships write to me regarding Work done, if done at all, etc....

On Monday, April 6th, 2009 at 2:29p.m., I called (800)999-1009 Extension 117701 for Honda namely Darrell Harville. You promised me letters from Car Dealerships to write me and NO letters received. It has been two months and two days waiting regarding "NO WORK DONE" issues on receipts for Safety Recalls! It is now Tuesday, April 21st, 2009 and my Caller ID has not shown that Honda has returned my call so that I would call them back if I was out at the time. No letters to this date either!

Four times the Passenger Sliding Door has been to Car Dealerships (at the least) with original problem existing upon purchasing Van NEW. Please see Invoices stating "NWD NO WORK DONE" regarding not only the Passenger Sliding Door but also on SAFETY RECALLS! These are just some of the Honda Dealerships and their Invoices. I have more Invoices. Caretenders, as well as, car rental for \$232.97 plus \$38.15 plus the \$160.00 with \$10.40 Tax for another Safety Recall = \$441.52 TOTAL. NO REIMBURSEMENT or Lemon Law recovery has been received to this date! In my opinion, since the Passenger Sliding Door was a problem upon delivery of NEW Van, then lemon law would apply from date of delivery of NEW Van. The transmission slips and is still under warrantee from the approx. 110,000 miles replacement from Honda Dealership whom also charged me for engine brackets at the same time. I never received the old engine brackets from the Car Dealership (surprised call when the transmission was being done and unexpected expense)!

Note: Twenty one Attach Documents
 Enclosed

Sincerely Yours,

cc: American Honda Motor Company, Inc. Telephone:
 Darrell Harville

MC
 4/16
 5/4/09
 NJ



Instructions for Reimbursement

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid for repairs for the replacement of the electrical portion of the ignition switch.

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

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

To apply for reimbursement

- Complete the attached *Request for Reimbursement* form.
- Include a copy of the repair receipt or invoice for the previous ignition switch repair. This should show your vehicle's model, Vehicle Identification Number (VIN), license number, the name and address of the facility that did the repair, the cost of the repair (parts and labor), and the date the work was completed.
- Include a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- Include a copy of the repair invoice from an authorized Honda dealer showing the completion of the Ignition Switch recall.
- Mail the completed *Request for Reimbursement* form and copies of the receipts and invoices to:

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90501-2746

Please allow six to eight weeks for reimbursement.

Request For Reimbursement

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

Name _____ Daytime telephone number _____

Current Address _____ Apt. No. _____

Hobe Sound _____ Florida _____
City State Zip Code

2HKRL185XXH _____ 141,365 \$ 441.52
Vehicle Identification Number (VIN) Mileage at time of repair Total amount requested

Was the vehicle towed in for repair? ☒ Yes ☐ No

If yes, what towing charges are you requesting? \$ _____

Name of facility that did the repair Cartenders, 1213 South Federal Highway, Stuart, FL

34994

Rental Location	Vehicle Information	Rental Expires On	Rental Agreement Number
2 Car Guys, Inc. 1221 SE FEDERAL HIGHWAY STUART, FL 34994 Tel: (772) 243-2471 MON-FRI 8-5 SAT 9-5 SUN CLOSED Car To Be Returned To Above Unless Stated Below brendollarstuart@yahoo.com Returned to: SUA Renting Agent: 0501 0501	From: SUA To: SUA 12/30/2008 12.46 12/31/2008 12.37 Fuel out: 8/8 Fuel in: 8/8 Odometer: 35,000 Odometer: 35,252 License Plate No: [REDACTED] CHRYSLER PT CRUISER WHITE 4 DOOR Rented as Class: CCAR Vehicle Number: [REDACTED] I have DECLINED - CDW 21.99 I have DECLINED - SLI 11.95 Fuel Charge: \$6.50/Gal	12/31/08 12.46 348917 CHARGE DETAILS =====> Daily 1 30.00 day 30.00 1 minutes P 42.39 Perio .00 Net T&M 30.00 C.P. FEE 1 1.75 day 1.75 VEH LIC FE 1 .57 day .57 FACILITY F 1 1.49 day 1.49 STATE SURC 1 2.05 day 2.05 SALES TAX 6.500 % 2.29 Subtotal of Other Charges 3.15 Total Charges 38.15 Deposit VI 44XX 6133 38.15 Total Deposits/Payments 38.15	
Customer Information 33260 [REDACTED] HOBE SOUND, FL Tel: [REDACTED] Lic No: [REDACTED] FL DOB: 09/15/1951 Employer: Tel: Insurance: METROPOLITAN Additional Driver: NONE			

LORIDA - NOTICE TO RENTERS

enter's insurance primary: The valid and collectible liability insurance and personal injury protection insurance of any authorized rental driver is primary for the limits of liability and personal injury coverage required by ss.324.021 (7) and 627.736, Florida Statutes.

Failure to return rental Vehicle: Failure to return rental property or equipment upon expiration of the rental period and failure to pay amounts due (including costs for damage to the property or equipment) are evidence of abandonment or refusal to redeliver the property in accordance with section 812.155, Florida Statutes.

These terms supersede any conflicting terms stated elsewhere.

DW does not cover Theft, Glass, or Tires.

Emergency Road Service: 1 866-791-1489

Rental Agreement is between the undersigned and the company identified above (the "Company"). By signature below, the undersigned acknowledges and represents that they are legally authorized to operate the rental vehicle with their driver's license, and that they have read and agree to the terms, conditions and notices, both printed and written, including the Loss Damage Waiver information, that appear on this Rental Statement and on the separate document (the "Agreement"), which is incorporated herein. THE UNDERSIGNED AUTHORIZE THE COMPANY TO PROCESS A CHARGE TO THEIR CREDIT, DEBIT OR CHARGE CARD IN THE AMOUNT SPECIFIED ABOVE FOR THIS RENTAL UPON SIGNATURE BELOW AND FOR ALL ADDITIONAL CHARGES DUE UPON RETURN OF THE VEHICLE. ALL CHARGES SUBJECT TO AUDIT. No additional drivers are permitted without the undersigned's approval.

RENTER

X

ADDITIONAL DRIVER



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

November 2001

Warranty Extension: EGR System Clogging

Dear Odyssey Owner:

Early last year, you should have been notified of a Product Update Campaign involving the Positive Crankcase Ventilation (PCV) system and the Exhaust Gas Recirculation (EGR) system on your vehicle's engine. The EGR system could become clogged, causing the Malfunction Indicator Lamp (Check Engine light) to come on.

Warranty Extension Details

After studying the causes and frequency of EGR system clogging, American Honda has decided to cancel the Product Update Campaign. To provide protection in the unlikely event your vehicle should experience this problem, the warranty coverage for EGR system clogging is being extended to 8 years or 80,000 miles, whichever comes first. If the Check Engine light should come on, take your vehicle to any Honda dealer. If they determine that the cause is clogging of the EGR system, they will repair it at no charge for parts or labor.

What to do if you feel this notice is in error

Our records show that you are the current owner of a 1999 Odyssey. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you have questions

If you have questions about this notice, please call Honda Automobile Customer Service at (800) 999-1009.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



AUTOMOBILE DIVISION
AMERICAN HONDA MOTOR CO., INC.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9869

March 2000

Safety Recall: Odyssey Wire Harness

Dear Odyssey 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 determined that a defect relating to motor vehicle safety exists in the placement of a wire harness in all 1999 and certain 2000 Odyssey vehicles.

A wire harness in the engine compartment may contact or rub against a metal pipe that is part of the air conditioner. Eventually, one of the wires may be damaged and short-circuit, possibly causing a blown fuse.

If a fuse blows, the outcome would depend on the specific wire that was damaged. This harness contains wires that supply power to the engine and all critical electrical vehicle components. Certain blown fuses could cause your vehicle to experience a sudden loss of engine power without prior warning. Other fuse failures could result in an unexpected loss of any or all of your vehicle's electrical components. A loss of operation is possible for any of the following.

-
- Engine Power
 - Head, tail, and turn signal lamps
 - Hazard lamps (four-way flashers)
 - Windshield wiper and horn
 - Brake system anti-lock function (the vehicle would have normal braking capability, but the brakes could lock up during an emergency stop or while braking on a slippery surface.)

A sudden loss of power or lighting, or a failure of the windshield wipers or anti-lock brake feature in bad weather—without prior warning—could be hazardous and may result in a vehicle crash.

What should you do?

Call any authorized Honda automobile dealer and make an appointment to have your vehicle repaired. The dealer will install a protective covering over the wire harness and the metal pipe to prevent this problem. If any wires are damaged, the dealer will make the necessary repairs, then install the protective covering. *This recall service and any necessary repairs will be done free of charge.* Although this process takes less than an hour, please plan to leave your vehicle for half a day to allow the dealership flexibility in scheduling.

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 Consumer Affairs Dept.
Mail Stop 500-2N-7D
1919 Torrance Blvd.
Torrance, CA 90501-2746

(Continued on back)



AUTOMOBILE DIVISION
AMERICAN HONDA MOTOR CO., INC.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9869

March 2000

Product Update Campaign: PCV Hose Routing

Dear Odyssey Owner:

We are sending you this letter to notify you of a potential problem with your Odyssey.

What is the problem?

In some areas of the U.S., certain basic chemical properties of gasoline (regardless of brand) may cause the exhaust gas recirculation (EGR) port in the engine's intake manifold to become clogged. If this happens, the malfunction indicator light (MIL) will come on.

What should you do?

Contact your local Honda dealer and make an appointment to have your Odyssey repaired. They will replace an intake manifold end plate and gasket, the positive crankcase ventilation (PCV) hose, and the intake manifold cover with new parts. *This work will be done free of charge.* Plan to leave your vehicle at the dealer for at least half a day to allow them flexibility in scheduling.

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

This notice was mailed to you according to the latest information available. If you no longer own a 1999 Odyssey, or some information in this notice is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. This will help us update our records.

If you have questions.

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call the Honda Consumer Affairs Department at (800) 999-1009.

Thank you for your cooperation. We apologize for any inconvenience this campaign may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Honda Automobile Division

300994

174812

**RICK CASE
HONDA**

INVOICE

15700 Points West Drive 1-75 @ Griffin Rd.
 Davis, FL 33331
 954-364-3000
 866-474-2522
 www.rickcase.com

SERVICE DIRECT
 954-364-3059
 TOLL FREE
 800-803-3889

PAGE 1

SOUND FL
 HOME:

BUS:
 CUST.

SERVICE ADVISOR: 1658 JEREMY ALEXANDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	99	HONDA ODYSSEY	2HKRL185XXH		78159/78159	T1885	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1999			18:00 02FEB04		83.00	CASH	02FEB2004
R.O. OPENED		READY	OPTIONS: DLR: ENG:2.0 Liter				
10:28 02FEB04		15:06 02FEB04					
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL

PARTS: 1290 IS 0.00 (N/C)
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

78159 TRANS INOP NWD

B RECAL 03088

CAUSE: B99

INTERLOCK - INSPECT IGNITION SWITCH KEY
 INTERLOCK, AND INSTALL KEY

1290 W 0.50

1 06351-S84-000 7647829-06999 KIT, LEVER (A)

FC: 5EA PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

78159 IGNITION SWITCH INOP INSPECT SWITCH OP:725502 FRT:0.5 D/C-5EA

C RECALL 00009

CAUSE: B99

120124 ODYSSEY WARRANTY EXTENSION: EGR PORT

CLOGGING - CLEAN THE EGR PORT, AND INSTALL

THE EGR PIPE KIT. S/B# 00-009

1290 W 1.50

1 06175-P8F-A01 7374135-18710 W-KIT, EGR PIPE

FC: 537 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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

STATEMENT OF DISCLAIMER
 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.

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

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

CUSTOMER SIGNATURE

PRE-INVOICE - DO NOT PAY

300994

174812

RICK CASE HONDA

15700 Pointe West Drive 1-75 @ Griffin Rd.
 Davie, FL 33331 SERVICE DIRECT
 954-364-3000 954-364-3059
 866-474-2522 TOLL FREE
 www.rickcase.com 800-803-3889

INVOICE

PAGE 2

SOUND FL

HOME:

BUS:

CUST.

SERVICE ADVISOR: 1658 JEREMY ALEXANDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	99	HONDA ODYSSEY	2HKRL185XXH		78159/78159	T1885	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
01JAN1999			18:00 02FEB04		83.00	CASH	02FEB2004
R.O. OPENED		READY	OPTIONS: DLR				ENG:2.0 Liter

10:28 02FEB04 15:06 02FEB04

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

78159 EGR PORT CLOGGED DTC P0401 INSTALL EGR PIPE KIT OP:120124 FRT:1.5

D/C-537

D CUSTOMER STATES REAR SLIDING DOORS HARD TO OPEN

NWD NO WORK DONE

1290 IS 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

78159 NWD

ALL HONDA PARTS ARE WARRANTED BY HONDA
 FOR 12 MONTHS OR 12000 MILES,
 WHICHEVER COMES FIRST. WARRANTY COVERS
 PARTS REPLACEMENT AND LABOR.

WE APPRECIATE YOUR BUSINESS AND HOPE YOU
 CAN GRADE US EXCELLENT ON ANY SURVEY
 YOU RECEIVE

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

PRE-INVOICE - DO NOT PAY

5459793

379372



Motor Mall --

4500 South U.S. 1 Fort Pierce, FL 34982
(561) 466-7000 (800) 330-2044

INVOICE

HOBE SOUND, FL

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 200453 ROBYN PAULEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BROWN	99	HONDA ODYSSEY	2HKRL185XXH		72878/72878	T8706	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
			13:30 30AUG03		84.00	CASH	29AUG2003

R.O. OPENED READY OPTIONS: DLR:N ENG:2.0_Liter

11:10 29AUG03 15:11 29AUG03

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CS PS SLIDER WONT OPEN, MUST HIT UNLOCK BUTTON TWICE TO OPEN DOOR

7500 WORKED LINKAGE LOOSE

140 CPH

0.00 0.00

72878 LOCK/DOOR LINKAGE TIGHT COMPLIMENTRY WORKED LINKAGE LOOSE

B CUST WANTS DRIVE BELTS REPLACED

0000 REPLACED DRIVE BELTS

140 CPH

75.00 75.00

1 56992-PBA-A01 W-BELT, P-S- PUMP

12.46 12.46 12.46

1 38920-P8F-A02 W-BELT, COMPRESSOR

28.45 28.45 28.45

0000 DISCOUNT FOR REPAIRS

140 CPH

-15.00 -15.00

72878 CUSTOMER REQUEST 1.0 REPLACE DRIVE BELTS

C COMPLIMENTARY CAR WASH

8570 COMPLIMENTARY CAR WASH

565 IWV

(N/C)

D** FREE 19 POINT INSPECTION

0100H FREE 19 POINT INSPECTION

140 CPH

0.00 0.00

72878 FREE INSP. .3 19 PT. INSP. ALL PTS. LOOK GOOD.

* THIS CHARGE REPRESENTS COST AND PROFITS TO
THE MOTOR VEHICLE REPAIR FACILITY FOR MISC.
SHOP SUPPLIES OR WASTE DISPOSAL. FS403.718
MANDATES A \$1.00 FEE FOR EACH NEW TIRE SOLD
IN THE STATE OF FLORIDA. FS403.7185 MANDATE
\$1.50 FEE FOR EA NEW/USED BATTERY IN FL.

MV - 09852

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express 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. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER SIGNATURE

DATE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	60.00
PARTS AMOUNT	40.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	100.91
LESS INSURANCE	0.00
SALES TAX	6.56
PLEASE PAY THIS AMOUNT	107.47

Where There is Service After the Sale

CUSTOMER COPY

5502726

2 7 8 3 2 4



Motor Mall

4500 South U.S. 1 Fort Pierce, FL 34954
(561) 466-7000 (800) 330-2044

INVOICE

 HOBE SOUND, FL
 HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 949 CAROL A GROGAN

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT	TAG
	1999	HONDA ODYSSEY	2HKRL185XXE			14254/14254	T365
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO:	RATE	PAYMENT	INV. DATE
06NOV1998		05NOV2001	16:00 22OCT99		63.00	CASH	22OCT1999
R.O. OPENED		READY	OPTIONS: DLR:YY ENG:J35A11003636 TRN:AUTO AXL:VAN				
			1) KEY 7000				

09:55 20OCT99 15:42 22OCT99

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

A RECALL FOR SLIDIN DOOR

CAUSE: TEMPLATE# 99-054A;

821113 Safety Recall: Odyssey Sliding Doors.

Replace both door latch assemblies, LX S/B#

99-054

165 WH93

1 620631 LOCK ASSY-, R- SLIDE

1 620633 LOCK ASSY-, L- SLIDE

(N/C)

(N/C)

(N/C)

FC: 331 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

14254 RECALL W REPLACED BOTH SLIDING DOOR LATCHES AS PER RECALL
BULLETIN.

B CHECK ON RECALL FOR RESINATOR SHIELD

CAUSE: TEMPLATE# 99-055A

110018 Safety Recall: Odyssey Resonator Chamber.

Drill two holes in the resonator chamber.

S/B# 99-055

165 WH93

FC: 332 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

14254 RECALL W MODIFIED RESONATOR AS PER RECALL BULLETIN.

C C/S THE TURN SIGNALS DON'T ALWAYS CANCEL

CAUSE: INOP

728100 TURN SIGNAL/HEADLIGHT SWITCH - Replace.

165 WH93

1 469728 BODY, SWITCH

1 592972 SWITCH, LIGHTING

(N/C)

(N/C)

(N/C)

FC: 032 PART#: COUNT:

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express 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. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

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

CUSTOMER SIGNATURE

DATE

X

Where There is Service After the Sale

CUSTOMER COPY

5502726

278324



Motor Mall

 4500 South U.S. 1 Fort Pierce, FL 34954
 (561) 466-7000 (800) 330-2044

INVOICE

PAGE 2

 HOBE SOUND, FL
 HOME: BUS:

SERVICE ADVISOR: 949 CAROL A GROGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	1999	HONDA ODYSSEY	2HKRL185XXH		14254/14254	T365
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
06NOV1998		05NOV2001	16:00 22OCT99		63.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:YY ENG:J35A11003636 TRN:AUTO AXL:VAN		22OCT1999		
09:55 20OCT99		15:42 22OCT99		1) KEY 7000		

LINE OPCODE TECH TYPE HOURS

 CLAIM TYPE: LIST NET TOTAL
 AUTH CODE:

MISC FREIGHT

FC:

WFRT

(N/C)

 14254 BAD TURN SIGNAL SWITCH AND CANCEL CAM W REPLACED TUNS SIGNAL
 CANCELLER HUB AND T/S SWITCH.

 D C/S THE AC IS NOT COOLING PROPERLY TAKES TOO LONG TO COOL DOWN
 9038 TESTED FOR CONCERN, NO DEFECT FOUND AT THIS
 TIME

165 CPH

 14254 0.0. DID A/C PERFORMANCE CHECK. ALL SYSTEM PRESSURES AND TEMPS.
 ARE WITHIN SPECS. 0.00 0.00

 E C/S THE FT GRILL CHROME IS BUBBLED UP IN SEVERAL PLACES
 CAUSE: CHROME SEPARATION (CDC)

813110 GRILLE - Replace.

165 WH93

1 593225 MOLDING, FR- GRILLE

(N/C)

FC: B08 PART#: COUNT:

(N/C)

CLAIM TYPE:

AUTH CODE:

MISC AIR FREIGHT IN

WFRT

FC:

(N/C)

14254 CHROME IS SEPERATING W REPLACED GRILLE TRIM.

 F C/S THE BRAKES ARE VERY NOISY THEY HOWL WHEN STOPPING
 CAUSE: TEMPLATE# 99-013A

410820 BRAKE DISC (Front, both) - Resurface.

165 WH93

(N/C)

 LIMITED WARRANTY: The only warranties applying to the part(s) installed in
 accordance with this estimate are those that may be offered by the manufacturer.
 The seller hereby expressly disclaims all warranties, either express 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. Parts and
 labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller
 does not guarantee that the work performed in accordance with this estimate will
 correct any problem specified on the description of the complaint.

CUSTOMER SIGNATURE

DATE

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

Where There is Service After the Sale

CUSTOMER COPY



ED MORSE HONDA



3790 WEST BLUE HERON BLVD.
RIVIERA BEACH, FLORIDA 33404

MAIN (561) 844-5700
SERVICE (561) 842-5035
TOLL FREE 1-800-483-5424
MV05029
CERTIFICATE # 16429

MONDAY THRU FRIDAY SERVICE HOURS
7:30 AM - 6:00 PM

SATURDAY SERVICE HOURS
7:30 AM - 5:00 PM
by appointment

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF BELOW MENTIONED
VEHICLE, AND RECEIPT OF INVOICE COPY THEREOF.

CUSTOMER SIGNATURE

X

Website: www.edmorse.com

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE. Thank you for giving ED MORSE HONDA Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs performed, please contact your service advisor or our customer relations representative.

INVOICE TO

DRIVER/OWNER INFORMATION — INVOICE: W68067

HOBE SOUND

FL

HOBE SOUND

FL

HOME:

WORK:

HOME:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 5919 ADV: 759 BARRETT, INVOICE: PRELIM WAR W Z AB

VIN 2HKRL185XXH

LICENSE NUMBER:

TAX RULES: YY3NY INVOICED: 08/30/2002 12:08:29

99 HONDA

ODYSSEY

LX

4DR MVAN CHAMPAIGN

ODOMETER IN: 59810 OUT: 59810

DIST: JHM

DATES BEGIN: 08/30/02 DONE: 08/30/02

CONCERN 51 RECALL: IGNITION SWITCH

CAUSE 9/8 02-0316

CORRECTION COMPLETED RECALL

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

HON 35130-50X-305

SWITCH, ELECTRICAL

1

FACTORY TECH: 834 - NGUYEN, DONG

COND CODE : L55

FAIL CODE : 580

PART AUTH: AB 083002 12:08

PAYMENT DISTRIBUTION FOR INVOICE W68067

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

POL - POLICY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANDREW BARRETT

* THIS CHARGE REPRESENTS COSTS AND PROFITS

TO THIS FACILITY FOR SUPP. AND WASTE DISPOSAL

OUR GOAL IS 100% COMPLETE CUSTOMER SATISFACTION.

THANK YOU FOR VISITING OUR NEW FACILITY

PAGE 1
LAST PAGE

ED MORSE HONDA

9275 ALTERNATE A1A
LAKE PARK, FLORIDA 33403

(561) 842-5035
TOLL FREE 1-800-483-5424

MV05029

FACTORY AUTHORIZED REPAIRS

ED MORSE HONDA
MON., TUES., THURS. & FRI. SERVICE HOURS
7:30 AM - 6:00 PM
WEDNESDAY SERVICE HOURS
7:30 AM - 7:00 PM
SATURDAY SERVICE HOURS
8:00 AM - 4:00 PM
by appointment

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF BELOW MENTIONED
VEHICLE, AND RECEIPT OF INVOICE COPY THEREOF.

CUSTOMER

X

E-mail: hondanorth@edmorse.com
Website: www.edmorsehondanorth.com

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT
REGULATIONS AND OUR PRIDE OF WORKMANSHIP.
PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.
Thank you for giving ED MORSE HONDA Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs performed,
please contact your service advisor or our customer relations representative.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W28398

HOME SOUND

FL

HOME:

WORK:

HOME SOUND

FL

HOME:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 2046 ADV: 758 BRANHAM, INVOICE: PRELIM WAR W LB
TAX RULES: YY3NY INVOICED: 11/28/2000 13:47:34
ODOMETER IN: 31661 OUT: 31661 DIST: JHM
DATES BEGIN: 11/28/00 DONE: 11/28/00

VIN 2HKRL185XXH
99 HONDA ODYSSEY LX 4DR MVAN CHAMPAIGN
LICENSE NUMBER:

CONCERN 51: CHECK A/C IT GIVES HOT AIR AT TIMES
CUSTOMER REQUEST NON SMOKER WORK ON VEH.

OPERATION	TECH	HOURS	AMOUNT
51	755	.0	

CAUSE

AC

CORRECTION FOUND AC FULLY CHARGED AND BLOWING COLD AT THIS TIME

FACTORY

TECH: 755 - WALLMUELLER, GE

COND CODE : 000

FAIL CODE : 000

CONCERN 52: CHECK ENGINE, PARK/DRIVE LIGHTS ON.

CAUSE

MULTI-PLEX

CORRECTION REPLACED MULTI PLEX UNIT PER BULLETIN

OPERATION	TECH	HOURS	AMOUNT
746122	755	.6	

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

HON 38800-S0X-A22

SYSTEM UNIT

1

FACTORY

TECH: 755 - WALLMUELLER, GE

COND CODE : K96

FAIL CODE : 742

FP-38800S0XA22

PAYMENT DISTRIBUTION FOR INVOICE W28398

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ED BRANHAM
* THIS CHARGE REPRESENTS COSTS AND PROFITS
TO THIS FACILITY FOR SUPP. AND WASTE DISPOSAL
OUR GOAL IS 100% COMPLETE CUSTOMER SATISFACTION.
MAKE YOUR NEXT SERVICE APPOINTMENT ONLINE
WWW.EDMORSEHONDANORTH.COM

PAGE 1
LAST PAGE

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLED PAPER

ON LINE SERVICE INVOICING BY

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 6050

ED MORSE HONDA

9276 ALTERNATE A1A
LAKE PARK, FLORIDA 33403



FACTORY AUTHORIZED REPAIRS

ED MORSE HONDA
MON., TUES., THURS. & FRI. SERVICE HOURS
7:30 AM - 6:00 PM
WEDNESDAY SERVICE HOURS
7:30 AM - 7:00 PM
SATURDAY SERVICE HOURS
8:00 AM - 4:00 PM
by appointment

(561) 842-5035
TOLL FREE 1-800-483-5424
MV05029

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF BELOW MENTIONED
VEHICLE, AND RECEIPT OF INVOICE COPY THEREOF.

CUSTOMER

E-mail: hondanorth@edmorse.com
Website: www.edmorsehondanorth.com

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT
REGULATIONS AND OUR PRIDE OF WORKMANSHIP.
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Thank you for giving ED MORSE HONDA Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs performed,
please contact your service advisor or our customer relations representative.

INVOICE TO

HOBE SOUND

HOME:

WORK:

FL

FOR OFFICE USE

TAG: 0126 ADV: 758 BRANHAM, INVOICE: PRELIM WAR W LB
TAX RULES: YY3NY INVOICED: 03/10/2000 17:09:16
ODOMETER IN: 18492 DIST: JHM
DATES BEGIN: 03/10/00 DONE: 03/10/00

DRIVER/OWNER INFORMATION -- INVOICE: W15453

HOBE SOUND

HOME:

WORK:

FL

VEHICLE INFORMATION

VIN 2HKRL185XXH LICENSE NUMBER:
99 HONDA ODYSSEY LX 4DR MVAN CHAMPAIGN

CONCERN 51 BOTH FRONT FENDER WELLS ARE CRACKED

CAUSE FENDER LINER

CORRECTION REPLACE BOTH FENDER LINER FOR BEING CRACKED

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

HON 74101-S0X-A00

FDR, R. FR. (INNER)

1

HON 74151-S0X-A00

FDR, L. FR. (INNER)

1

HON 91501-S04-003

CLIP, FENDER (INNER)

4

HON 91503-S23-003

CLIP A, BUMPER

4

FACTORY

TECH: 712 - KONWALER, BRIAN

COND CODE : B99

FAIL CODE : 017

FP-74101S0XA00

OPERATION

TECH

HOURS

AMOUNT

813103

712

.4

CONCERN 52 REAR AC KNOB IS BROKE

CAUSE ORDERED KNOB

CORRECTION ORDERED KNOB

FACTORY TECH: 712 - KONWALER, BRIAN

COND CODE : 000

FAIL CODE : 000

OPERATION

TECH

HOURS

AMOUNT

52

712

.0

PART AUTH: LB 031000 17:06

CONCERN 53 AC CONTROL KNOB IS BROKE

CAUSE AC CONTROL KNOB

CORRECTION REPLACED AC CONTROL KNOB

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

HON 79581-S84-E01

KNOB

1

FACTORY

TECH: 712 - KONWALER, BRIAN

COND CODE : B99

FAIL CODE : 032

FP-79581S84E01

LINE AUTH: LB 031000 17:08

OPERATION

TECH

HOURS

AMOUNT

615199

712

.2

PAGE

3031659

588122

Maroone Honda*of Hollywood*

INVOICE

1450 North State Rd. 7 · Hollywood, FL 33021

DADE: (305) 625-1732

BROWARD: (954) 893-1275

MV-06375

www.maroone.com

HOLLYWOOD, FL

HOME:

BUS:

DUPLICATE 2

PAGE 1

SERVICE ADVISOR: 5148 EDWARD WYBO

*345 miles
over 300
why miles test
drives?*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	99	HONDA ODYSSEY	2HKRL185XXH		110019/110364	T7150	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN99 IS			WAIT 16JUN06			CASH	16JUN06
R.O. OPENED		READY	OPTIONS: DLR:		ENG:2.0_Liter		

08:48 06JUN06 10:25 16JUN06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Computer Engine Control Diagnosis-Initial check engine light diagnosis. Connect to scanner and verify concern. Additional diagnosis is extra.						
	SEE LINE B						
	2422	C				0.00	0.00
MISC FREIGHT		WF					(N/C)

FC:

110364 SEE LINE B

B C/S TRANS SLIPPING AND JUMPING WHEN SHIFTING ADVISE

MIS REPL. TRANS

	2422	C			554.40	554.40	
	2422	W1					(N/C)
1	06200-P7T-030RM WARRANTY A/T KIT						
		C			943.07	943.07	943.07
		W1					(N/C)
5	08200-9001 W-FLUID (ATF-Z1)						
		C			5.66	5.66	28.30
		W1					(N/C)

SPLIT FOR LINE B 75/25 LABOR AND PARTS

110364 TRANS SLIPPING AND JUMPING INTO GEAR 8.4 LABOR CUSTOMER PAYS

75%, HONDA PAYS 25% SWAPPED CLUTCH PRESSURE CONTROL SOLENOIDS AND CHANGED FLUID, NO CHANGE IN TRANS, REPLACED TRANNY, FLUSHED COOLER RESOVOIR, INSTALLED EXTERNAL TRANS FILTER, TEST DROVE, ADJUSTED FRONT TOE. TRANS SHIFTS NORMAL

C FREE COURTESY MULTIPOINT INSPECTION

99P FREE COURTESY MULTIPOINT INSPECTION

	2422	C				0.00	0.00
--	------	---	--	--	--	------	------

110364 INSPECTION RECOMMEND FRONT BRAKE JOB AND T-BELT PACKAGE

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER
STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 6375
AR68

DESCRIPTION

TOTALS

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

3031659

5 8 8 1 2 2

Maroone Honda*of Hollywood*

INVOICE

1450 North State Rd. 7 • Hollywood, FL 33021

DADE: (305) 625-1732

BROWARD: (954) 893-1275

MV-06375

www.maroone.com

HOLLYWOOD, FL

HOME:

BUS:

DUPLICATE 2

PAGE 2

SERVICE ADVISOR: 5148 EDWARD WYBO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	99	HONDA ODYSSEY		2HKRL185XXH		110019/110364		T7150
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN99 IS			WAIT 16JUN06			CASH	16JUN06	
R.O. OPENED		READY		OPTIONS: DLR	ENG:2.0 Liter			

08:48 06JUN06 10:25 16JUN06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D**	C/S	REPLACE	FRONT AND SIDE	ENG MOUNTS			
		MIS REPL.	BOTH MOTOR MOUNTS				
		2422	C		39.95	39.95	
		1	50820-SOX-A01	RUBBER ASSY-	67.42	67.42	67.42
		1	50800-SOX-A04	RUBBER, FR-	110.92	110.92	110.92
110364 FRONT AND SIDE MOTOR MOUNTS ARE BROKEN 1.0 HOUR LABOR REPLACED							
BOTH MOTOR MOUNTS							

SHOP SUPPLIES 50.00

We here at Maroone Honda of Hollywood would like to Thank You for your business. Our goal is to ensure that every customer has an EXCELLENT service experience. In the near future You may recieve a survey from American Honda Please take the time to complete and return it to Honda. Thank You!

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS
CHECK VISA
DISCOVER MASTERCARD
INTERNAL OTHER
STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 6375
AR68

DESCRIPTION

TOTALS

LABOR AMOUNT	594.35
PARTS AMOUNT	1149.71
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	50.00
TOTAL CHARGES	1794.06
LESS INSURANCE	0.00
SALES TAX	107.64
PLEASE PAY THIS AMOUNT	1901.70

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

ion
enters

R/O#

Customer Name

ASM Name

Vehicle Description

Tech Name

2422

	Needs Attention	Needs Immediate Attention		Needs Attention	Needs Immediate Attention
Lights & Inspect Lens			Battery & Cable Inspection		
Wiper Inserts			Fluid Leaks		
Condition of Suspension			Engine Oil		
Condition of Drive Axles/Boots			Brake Fluid		
AC & Heating Inspection			Transmission Fluid		
Exhaust System Inspection			Differential Fluid		
Condition of Hoses			Power Steering Fluid		
Condition of Drive Belts			Windshield Washer Fluid		
Condition of Air Filter			Engine Coolant		
Condition of Fuel System			Other Recommendations		

TIRE AND BRAKE INSPECTION:
LF
☒ Brake Lining mm
☒ Tire Tread 8 32nds
☒ Wear Pattern E
☒ Tire Pressure 34 psi
☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT
Lowest Brake Lining - mm: _____
Lowest Tire Tread Depth - mm: _____
LR
☒ Brake Lining mm
☒ Tire Tread 4 32nds
☒ Wear Pattern E
☒ Tire Pressure 34 psi
RF
☒ Brake Lining mm
☒ Tire Tread 8 32nds
☒ Wear Pattern E
☒ Tire Pressure 34 psi
RR
☒ Brake Lining mm
☒ Tire Tread 4 32nds
☒ Wear Pattern E
☒ Tire Pressure 34 psi

PRIME ITEM CONCERNS

Item, Description & Part Number	Hrs.	Labor \$\$	Parts \$\$	Total \$\$	SOP	Authorized
+BELT WATER PUMP	6.0				Y	N
FRONT BRAKE JOB	2.0				Y	N
					Y	N
	8.0				Y	N
					Y	N
					Y	N
					Y	N

ADDITIONAL SERVICE RECOMMENDED

Item, Description & Part Number	Hrs.	Labor \$\$	Parts \$\$	Total \$\$	SOP	Authorized
					Y	N
					Y	N
					Y	N
					Y	N
					Y	N
					Y	N
					Y	N

TOTALS

Total of Prime and ASR

Method of Customer Approval:

Time and Date of Approval:

Est. Tax & Misc.

GRAND TOTAL:

CUSTOMER #:3031659

588122

Maroone Honda

of Hollywood

WORKORDER

1450 North State Rd. 7 · Hollywood, FL 33021

DADE: (305) 625-1732

BROWARD: (954) 893-1275

MV-06375

www.maroone.com

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 5148 WYBO, EDWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	99	HONDA ODYSSEY	2HKRL185XXH		110019/	T6627	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN99 IS			** WAITER **			CASH	
R.O. OPENED		READY		OPTIONS: DLR: ENG:2.0_Liter			

06JUN2006 08:48

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	CECE	C		Computer Engine Control Diagnosis-Initial check engine light diagnosis. Connect to scanner and verify concern. Additional diagnosis is extra.

EST: TOTAL 49.99

# B	C	C/S TRANS SLIPPING AND JUMPING WHEN SHIFTING ADVISE
-----	---	---

# C	99P	C	FREE COURTESY MULTIPOINT INSPECTION
-----	-----	---	-------------------------------------

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.

You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50.00

Additional person authorized to approve performance of repairs, if customer desires to designate such person _____ Phone: _____ Date: _____

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE	\$	TIME	_____
ADDITIONAL	\$	DATE	_____
TOTAL	\$	OK'D	_____
CUSTOMER SIGNATURE X _____			

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____

DATE: _____

CUSTOMER COPY

DCAP © 2006 ADP (05/06)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.
(Customer Initials) Please save old parts for inspection on return. There may be an additional charge for the return of old parts.
SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE: We have added a charge equal to 10 % of the cost of parts & labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (i) (h)).
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).
DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.
STORAGE CHARGES: Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be \$20.00 per day.
LIMITED WARRANTY: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION.
I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repairs, along with the necessary materials, in Cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I acknowledge that the Dealer is not responsible for loss of or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond its control.

Better Business Bureau
315 North La Cadena Drive
Colton, CA 92324
Phone: (909) 825-7280
Fax: (909) 825-6246
www.labbb.org

Company Report

American Honda Motor Company Incorporated

1919 Torrance Blvd. 500-2N-7A
Torrance, CA 90501
Contact: Dan Montgomery
Phone: (800) 999-1009

Company
Rating
CCC

Rating Explanation:
The rating the Better Business Bureau assigns a business is determined by our composite score of such factors as its type of business, length of time in business, compliance ...

Company Profile

DBA: American Honda Motor Company Incorporated

Address: 1919 Torrance Blvd. 500-2N-7A
Torrance, CA 90501

Primary Phone: (800) 999-1009

Primary Fax: (310) 783-3029

Primary Contact: Dan Montgomery
Acura Assistance Manager

E-Mail Address: Dan_Montgomery@ahm.honda.com

Website: <http://www.honda.com>

Company ID: 11279

Business Start Date: 1/1/1936

BBB Created Record on: 10/1/1986

Nature of Business:

This company's business is the manufacture and distribution of automobiles.

Bureau Membership

Join Date:

This company is not a member of the Better Business Bureau. This fact does not disparage the company in any way.

Licensing and Bonding Information

We know of no licensing or registration requirement for companies engaged in this company's stated type of business.

BBB Comments and Analysis

We have no further comment about this company's business practices or analysis of its offer that may assist you in your consideration of this company.

Complaint Closing Statistics

The following grid displays the number and responses to complaints over the last 36 months:

No. of Cmpl	Type of Response
2	Making a full refund, as the consumer requested
0	Making a partial refund
27	Agreeing to perform according to their contract
7	Refusing to make an adjustment
8	Refuse to adjust, relying on terms of agreement
31	Unanswered
2	Unassigned

Note →

Complaint Experience

Our complaint history for this company shows the company gave proper consideration to some complaints presented by the Bureau.

Although in some cases the company failed to respond to complaints. Some complainants allege dissatisfaction with having to pay a fee to have their alarm systems reconnected after the company disconnected it during an ignition switch recall safety check. Other customers allege their vehicles are defective, continued to experience the same problems after repair attempts had been made, and difficulty obtaining repairs under warranty. The company responds in some cases by agreeing to perform repairs, offering explanations on why claims were denied, providing refunds, and referring customers to alternative dispute resolution programs. If you have purchased a new vehicle, and have had repeated repair problems of a similar nature, or 30 days accumulative downtime within the first year of ownership, you may qualify to have your vehicle repaired, re-purchased or exchanged by the manufacturer under provisions of the Lemon Law. Ask your dealership representative, or check the back page of your owner's manual for information and instructions on contacting a manufacturer representative, or call the BBB Autoline at 1-800-955-5100.

Government Actions

We know of no government action taken against this company.