

October 26, 2009

American Honda Motor Co.Inc.  
Honda Automobile Customer Service  
1919 Torrance Boulevard  
Mail Stop: 500 2N 7D  
Torrance, CA 90501-2746

Dear Sir or Madam:

I am currently the owner of a 2002 Honda Odyssey that I purchased in late 2002. It currently has approximately 69,750 miles and I have owned and driven the car since it was purchased. This is the third Honda I have owned and they have all been very reliable until June of this year. In late June I began to notice a "sickeningly sweet" smell on the passenger side of the car near the engine.

Each summer my wife and I who are both handicapped (I have six illnesses related to agent orange from my service in Vietnam in 1969; my wife has Huntington's disease) try to get to our family cabin in the central mountains of Pennsylvania. We had planned to go there in late July and thus I scheduled a visit to the Williamsburg Honda dealer for a thorough checkup and to have the smell investigated and the cause fixed. That maintenance service occurred in mid July. While a number of items were worked on and oil and several filters were replaced I was disappointed to hear them say that they could not find a cause for the smell. I had checked the radiator, the engine oil level, the transmission level and the brake fluid level and had found all to be at their proper levels. The engine was not overheating and there were no spots on our garage floor indicating anything dripping.

I talked to the Maintenance Manager at Williamsburg Honda and told him I still smelled the same thing and was concerned that they said they could find no reason for the smell. He said I could drop the Odyssey by again and they would try again but this was just two days before we were scheduled to leave for Pennsylvania. With all the work it takes to get us ready for that trip I just did not have time in those last two days.

We returned home on September 15 from Pennsylvania having noticed the smell several times while we were in Pennsylvania. About two weeks ago the "maintenance required" light went lit up on our dashboard. Since we were approaching 70,000 miles and no other lights went on I made a note to schedule a visit to Williamsburg Honda. With many things to do to take care of my wife I didn't make that appointment until last week the day that the engine light and another light lit up on the dashboard. My appointment was for last Friday, October 23, 2009.

I called Williamsburg Honda about 1 PM to check on progress and was told they were working on it and nothing big had shown up as of that time. My wife had an appointment at three o'clock and I called again after we got home about 4:30 PM. The Maintenance Supervisor (David) handling my car was not available at that time but he called me back about 30 minutes later. I was stunned to hear him tell me that I had a blown head gasket and possibly other serious damage to the engine. He indicated that there was significant oil leaking out of the gasket area and that it had been dripping on hot surfaces and vaporizing. He indicated that this was the cause of the smell I had

noticed in June and that I now faced very significant repairs to the engine and related parts and that the cost would be at least \$2500.00 plus costs for redoing the head, thus bringing the costs to over \$3000.00

I have always told our friends and acquaintances that Honda made cars that lasted for hundreds of thousands of miles and that they were very reliable cars. I find it hard to believe this has happened with only 69,700 miles on our Odyssey and even harder to understand why Williamsburg Honda's maintenance shop was not able to find the source in July. Because of their inability to find the source of the problem, I now have a car that not only can't be used to take my wife and her wheel chair to appointments and to use for many other needs. I also have a car that is essentially without value for trading in on something that will meet our needs. If the problem had been found in July the amount of repairs would undoubtedly have been far less than after the additional 1000 miles we added during our trip to Pennsylvania. I could have also taken advantage of the "cash for clunkers" program and have gotten an additional \$4500 for trading in the Odyssey.

I have asked to meet with the Maintenance Manager at Williamsburg Honda and I hope that we are able to find some way for my wife and I to have a vehicle that meets our needs and that we can afford. We now pay over \$1000 a month for four hours of care for my wife five days a week at our home and I am trying to get the Veterans Administration to help pay for additional care since my health does not really allow me to give the amount of care she needs the other 20 hours a day and on weekends.

I plan to report this problem with my Odyssey to the appropriate Federal Agency so they can determine if this is an abnormality or if there have been other serious engine problems such as mine. I hope that Honda will also talk to Williamsburg Honda and help us find a solution that we can financially afford. I hope my faith in Honda is well placed and that we are not disappointed enough to decide to buy no more Hondas.

Sincerely,

Williamsburg, VA

WILLIAMSBURG, VA

10/26/2009

05:04:41 PM

Product	Sale	Unit	Final
Description	Qty	Price	Price

TORRANCE, CA 90510			\$4.95
Zone-8 Priority Mail® FR Env			
Delivery Confirmation™			
service			\$ .70
Label #:			
0479 7496 9570 3008 5234			

Issue Postage: \$5.65

Total: \$5.65

Paid by: \$5.65

DebitCard

Account #: XXXXXXXXXXXX

Approval #: 703632

Transaction #: 342

23-902420298-99

Receipt #: 048818

Transaction Number: 144  
USPS® # 519771-9550

To check on the delivery status of your Delivery Confirmation™ article, visit our Track & Confirm website at [www.usps.com](http://www.usps.com), use this Automated Postal Center™ (or any Automated Postal Center™ at other Postal locations) or call 1-800-222-1811.

Thanks.

It's a pleasure to serve you.

ALL SALES FINAL ON STAMPS AND POSTAGE.  
REFUNDS FOR GUARANTEED SERVICES ONLY.

November 17, 2009

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

REF No: 10290154

Dear Sir/Madam:

In the cover sheet you sent with the Vehicle Owner's Questionnaire you asked that I send copies of repair invoices, letters to the manufacturer and any other documentation relating to the engine defect problem that I reported on October 28, 2009. I sent the Questionnaire back to you yesterday and today am enclosing copies of an October 26 letter to American Honda Motor Co. Inc., and copies of both the July and October 2009 repair invoices and a copy of a January 2009 repair invoice, all of which were done by Williamsburg Honda.

I am also sending a copy of an invoice from the Fairfield Auto Group, which is a Honda dealer near Williamsport, Pennsylvania. Fairfield replaced the EGR valve as part of a recall in August 2008, before my six year, sixty thousand-mile warranty period ended. I had taken the Odyssey into Williamsburg Honda earlier in 2008 to have the EGR valve replaced but they said it was not malfunctioning at that time and refused to replace it until it was working improperly. The EGR valve began malfunctioning just after I had the Odyssey in for servicing at Williamsburg Honda in early August of 2008 and while we were driving to Pennsylvania. You will note that the EGR valve is listed as "faulty" in the October 2009 Williamsburg Honda repair invoice.

I have highlighted any items in these bills that I think might be related to the problem with the Odyssey engine. I am still of the opinion that since the leak that caused the blown head gasket occurred at the spot where the bolt holding the head of the engine to the bottom part of the engine, the bolt and threading in that part of the engine must have been defective and that Williamsburg Honda was negligent in not finding the problem in July 2009 and that American Honda Motor Co. Inc. is responsible for the damage because they installed a defective engine in my Odyssey. I also believe that this defect could have caused the engine to leak not only oil but the gas and air mixture from the engine creating the possibility of a fire or explosion that could have risked my life and my family's life.

It is my hope that you will carefully investigate this possible defect in the Odyssey 2002 engines and take action to protect owners of the Odyssey from serious risk of engine failure while driving. I find it hard to believe the attitude of Williamsburg Honda and American Honda Motor Co. towards this problem.

If I can be of further assistance in this investigation, please feel free to call or write to me.

Sincerely,



33659

251468



\*INVOICE\*

7101 Richmond Road · Williamsburg, VA 23188

Direct (757) 564-4680  
 Fax (757) 564-4640  
 Main (757) 564-9700 X2200  
 VA Toll Free (800) 296-9700

WILLIAMSBURG, VA

HOME: [REDACTED] BUS:

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 415 DAVID ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	HONDA ODYSSEY	5FNRL18642B [REDACTED]	[REDACTED]	69750/69750	T3509
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN02 IS			17:00 23OCT09			
01JAN02 DE					SMA	02NOV09
R.O. OPENED	READY	OPTIONS:				
09:11 23OCT09	08:42 02NOV09	ENG:3.5 LITER_SOHC_VTEC TRN:5_SPEED_AUTOMATIC				

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

A CUSTOMER STATES THAT THE CAR STARTED TO RUN A LITTLE ROUGH THEN THE  
 CHECK ENGINE AND TCS LIGHT CAME ON...CHECK AND ADVISE

CAUSE: P1399 MULTI MISFIRE, P0310,306,305 MIS FIRE  
 10HOZ06 CHECK ENGINE LIGHT

450 CP

475.14 475.14

69750 P1399 MULTI MISFIRE, P0310,306,305 MIS FIRE HEADGASKETS  
 BLOWN, EGR VALVE FAULTY.

\*\*\*\*\*

B CUSTOMER STATES THAT THEY ARE STILL HAVE THE SMELL THAT WAS NOT  
 RESOLVED FROM THE LAST TIME IN...CHECK AND ADVISE SEEMS TO BE  
 IN CONJUNCTION WITH AC, NOTICED THE MOST FROM THE PASSENGER SIDE  
 OF THE CAR FROM THE OUT SIDE, "SICKLY SWEET SMELL"

00 QUICK SERVICE

450 CP

0.00 0.00

\*69750 MIGHT BE DUE TO HEAD GASKET

\*\*\*\*\*

C EXPRESS OIL

01HOZ001EXPRESS EXPRESS OIL

450 CP

1 15400-PLM-A02 FILTER, OIL

1 94109-14000 WASHER, DRAIN 1-14000

5 OIL MOBIL 5W20

7.04	12.28	12.28
5.22		5.22
0.64	0.64	0.64
2.46	2.37	11.85

\*\*\*\*\*

D CUSTOMER STATES THAT THE WERE DRIVING ON SOME DIRTY/DUSTY ROADS  
 REQUESTS AIR FILTER BE CHECKED...ADVISE

00 QUICK SERVICE

450 CP

0.00 0.00

69750 FILER OK

\*\*\*\*\*

E MULTI POINT VEHICLE INSPECTION

CAUSE: CHECK EVERY VEHICLE THAT COMES IN

01HOZ19 MULTI POINT VEHICLE INSPECTION

450 CP

0.00 0.00

69750 CHECK EVERY VEHICLE THAT COMES IN HEADGASKET JOB, T BELT EGR

## 100% Customer Satisfaction is our Guarantee!

If you are not completely satisfied,  
 please see our Service Manager or  
 General Manager.  
 We Thank You for your business.

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### DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY  
THIS AMOUNT

### TOTALS

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

33659

251468



\*INVOICE\*

7101 Richmond Road - Williamsburg, VA 23188

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 VA Toll Free (800) 296-9700

DUPLICATE 1  
 PAGE 2

WILLIAMSBURG, VA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 415 DAVID ROSE

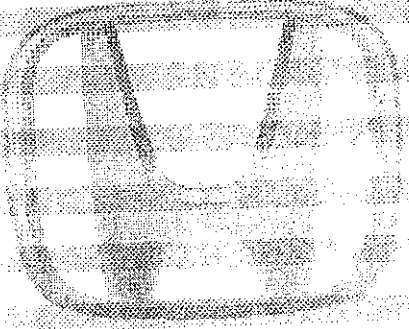
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	HONDA ODYSSEY	5FNRL18642B [REDACTED]	[REDACTED]	69750/69750	T3509
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN02 IS			17:00 23OCT09		SMA	02NOV09
01JAN02 DD						
R.O. OPENED	READY	OPTIONS: ENG:3.5 LITER_SOHC_VTEC TRN:5_SPEED_AUTOMATIC				
09:11 23OCT09	08:42 02NOV09					
LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL	
VALVE WITH PORT CLEAN, FRONT STRUTS SEAPING						

SUBL RENTAL

PO#11460

CP

335.72 335.72



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 General Manager.  
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DESCRIPTION	TOTALS
LABOR AMOUNT	487.42
PARTS AMOUNT	17.71
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	335.72
MISC. CHARGES	15.00
TOTAL CHARGES	855.85
LESS DISCOUNT	335.72
SALES TAX	0.89
PLEASE PAY THIS AMOUNT	521.02

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

CUSTOMER SIGNATURE

33659

245645



\*INVOICE\*

7101 Richmond Road · Williamsburg, VA 23188

Direct (757) 564-4680  
 Fax (757) 564-4640  
 Main (757) 564-9700 X2200  
 VA Toll Free (800) 296-9700

WILLIAMSBURG, VA

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 28 CYNTHIA SCHWEITZER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	HONDA ODYSSEY	5FNRL18642E [REDACTED]	[REDACTED]	65122/65124	T8525
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN02 IS			12:00 02JUL09			
01JAN02 DD					SMA	02JUL09
R.O. OPENED	READY	OPTIONS: ENG:3.5 LITER_SOHC_VTEC TRN:5_SPEED_AUTOMATIC				

16:11 01JUL09 12:52 02JUL09

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

A EXPRESS OIL

CAUSE: SERVICE

01HOZ001EXPRESS EXPRESS OIL

284 CP

12.28 12.28

1 15400-PLM-A02 FILTER, OIL

7.04

5.22

5.22

1 94109-14000 WASHER, DRAIN 14MM

0.64

0.64

0.64

5 OIL MOBIL 5W20

2.46

2.37

11.85

65124 SERVICE OIL AND FILTER

\*\*\*\*\*

B MULTI POINT VEHICLE INSPECTION - TRIP CHECK

CAUSE: CHECK EVERY VEHICLE THAT COMES IN

01HOZ19 MULTI POINT VEHICLE INSPECTION

284 CP

0.00 0.00

2 91501-804-003 CLIP, FENDER (INNER)

3.18

3.18

6.36

65124 CHECK EVERY VEHICLE THAT COMES IN FRONT TIRES 8/32 REAR 9/32

ALL BRAKES 3/32 BATTERY GOOD

\*\*\*\*\*

C CUSTOMER STATES THAT THE PLASTIC PIECE UNDER THE FRONT OF THE CAR HAS

COME LOOSE...CHECK AND ADVISE

CAUSE: HITTING CRUBS

61HOZ01 EXT TRIM CONCERN

284 CP

0.00 0.00

65124 HITTING CRUBS REPLACED 2 CLIPS FOR SPLASH SHEILDS

\*\*\*\*\*

D CUSTOMER STATES THAT THERE IS A HISSING NOISE ON THE PASSENGER SIDE

OF THE CAR WHEN THE AC IS ON, THERE IS ALSO A 'SICKLY SWEET'

SMELL...CHECK AND ADVISE

CAUSE: TRASH IN BLOWER MOTOR

21HOZ01 A/C CONCERN

284 CM

101.69 101.69

1 80290-SOX-A01 FILTER ASSY-

31.46

31.46

31.46

65124 TRASH IN BLOWER MOTOR REMOVED BLOWER MOTOR AND REMOVED TRASH.

ALSO REPLACED CABIN FILTER

\*\*\*\*\*

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### DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY THIS AMOUNT

### TOTALS

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

CUSTOMER SIGNATURE

33659

245645



\*INVOICE\*

7101 Richmond Road - Williamsburg, VA 23186

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 Fax (757) 564-4640  
 Main (757) 564-9700 X2200  
 VA Toll Free (800) 296-9700

PAGE 2

WILLIAMSBURG, VA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 28 CYNTHIA SCHWEITZER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	HONDA ODYSSEY	5FNRL18642B	[REDACTED]	65122/65124	T852
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN02 IS						
01JAN02 DD			12:00 02JUL09		SMA	02JUL09
R.O. OPENED	READY	OPTIONS: ENG:3.5 LITER_SOHC_VTEC TRN:5_SPEED_AUTOMATIC				

16:11 01JUL09 12:52 02JUL09

LINE OPCODE TECH TYPE HOURS

E\*\* CUSTOMER REQUEST FRONT BRAKES

CAUSE: AT SERVICE LIMITS

40HOZ01 BRAKE CONCERN

284 CM

1 45022-SOX-405 PAD SET, FR-

65124 AT SERVICE LIMITS REPLACED FRONT PADS AND MACHINE ROTORS

69.07

135.58

135.58

69.07

69.07

F\*\* CUSTOMER REQUEST REAR BRAKES

CAUSE: AT SERVICE LIMITS

40HOZ01 BRAKE CONCERN

284 CM

1 43022-SOX-A01 PAD SET, RR

65124 AT SERVICE LIMITS REPLACED REAR PADS

70.19

67.79

67.79

70.19

70.19

SUBL RENTAL

PO#11025

CP

30.53

30.53

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 General Manager.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	317.34
PARTS AMOUNT	194.79
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	30.53
MISC. CHARGES	15.00
TOTAL CHARGES	557.66
LESS DISCOUNT	30.53
SALES TAX	9.74
PLEASE PAY THIS AMOUNT	536.87



# Honda Multi Point Vehicle Inspection Checklist



R/O TAG NUMBER		NEXT SERVICE DUE	68872
VIN		MILEAGE	65122
SERVICE ADVISOR	Cindy	TECHNICIAN	284

☒ Satisfactory

☐ May Require Future Attention

☐ Requires Immediate Attention

Interior/Exterior			
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps			
Interior light			
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition			
Parking brake			
Horn operation			
Clutch operation (if applicable)			
Micron cabin filter**			

Good	<input checked="" type="checkbox"/>
Replace	<input type="checkbox"/>



Under Hood			
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid			
Air filter condition**			
External drive belts and radiator hoses			
Hydraulic clutch reservoir fluid (M/T vehicles)			

Under Vehicle			
Brake lines/Hoses/Parking brake cable			
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals			
Exhaust system			
Engine oil and/or fluid leaks			
Drive shaft boots/Constant velocity boots and bands			

Tire Condition			
Left Front			Right Front
Wear pattern		Wear pattern	
Tire tread	32nds	Tire tread	32nds
Left Rear			Right Rear
Wear pattern		Wear pattern	
Tire tread	32nds	Tire tread	32nds
Spare		Front tire inflation set to 34 psi Rear tire inflation set to 34 psi	
Wear pattern			
Tire tread	32nds		

Brake Condition			
Left Front			Right Front
3 mm/32		3 mm/32	<input checked="" type="checkbox"/>
Left Rear			Right Rear
3 mm/32		3 mm/32	<input checked="" type="checkbox"/>
Brakes not inspected on this visit <input type="checkbox"/>			

Please Indicate Areas of External Damage or Wear

\*Note: Brake fluid NOT filled -- fluid level indicate pad wear  
\*\*Refer to maintenance schedule

33659

237534

**Williamsburg**  
HONDA HYUNDAI

7101 Richmond Road · Williamsburg, VA 23188

\*INVOICE\*

Direct (757) 564-4680  
Fax (757) 564-4640  
Main (757) 564-9700 X2200  
VA Toll Free (800) 296-9700

DUPLICATE 1

PAGE 1

BUS:

SERVICE ADVISOR: 28 CYNTHIA SCHWEITZER

LOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	02	HONDA ODYSSEY	5FNRL18642B		62717/62717	T7948
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
02 IS			15:30 14JAN09		SMA	14JAN09
02 DD						
R.O. OPENED	READY	OPTIONS: ENG:3.5 LITER SOHC VTEC				
		TRN:5 SPEED AUTOMATIC				
7 14JAN09	17:45 14JAN09					

OPCODE TECH TYPE HOURS

Service - 60,000 Miles

E: DUE

B021B060000 Service - 60,000 Miles

421 CM

135.58 135.58

10.38 10.38 41.52

8.52 8.52 8.52

25.94 25.94 25.94

31.46 31.46 31.46

2.30 2.30 2.30

0.76 0.76 0.76

11.61 11.61 11.61

26.64 26.64 26.64

2.46 2.46 12.30

0021IN Inspect Brake Lines, Hoses and Connections

421 CM

0.00 0.00

0025IN Inspect Brake System

421 CM

0.00 0.00

0030IN Inspect Drive Axle Boots

421 CM

0.00 0.00

0039IN Inspect Engine Cooling System

421 CM

0.00 0.00

0046IN Inspect Exhaust System and Heat Shields

421 CM

0.00 0.00

0050IN Inspect Fuel Line and Hoses

421 CM

0.00 0.00

0057IN Inspect Parking Brake Operation

421 CM

0.00 0.00

0067IN Inspect Steering Gear and Linkage

421 CM

0.00 0.00

0073IN Inspect Suspension Components

421 CM

0.00 0.00

0081IN Inspect Underbody of Vehicle

421 CM

0.00 0.00

00001R Replace Engine Oil

**100% Customer Satisfaction  
is our Guarantee!**If you are not completely satisfied,  
please see our Service Manager or  
General Manager.

We Thank You for your business.

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER COPY

33659

237534



\*INVOICE\*

7101 Richmond Road · Williamsburg, VA 23188

DUPLICATE 1

PAGE 2

Direct (757) 564-4680  
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 Main (757) 564-9700 X2200  
 VA Toll Free (800) 296-9700

WILLIAMSBURG, VA

HOME: BUS:

SERVICE ADVISOR: 28 CYNTHIA SCHWEITZER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	HONDA ODYSSEY	5FNRL18642B		62717/62717	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN02 IS			15:30 14JAN09		SMA	14JAN09
01JAN02 DD						
R.O. OPENED	READY	OPTIONS: ENG:3.5 LITER SOHC VTEC TRN:5 SPEED AUTOMATIC				
09:57 14JAN09	17:45 14JAN09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		421	CM			0.00	0.00
0090	IN	Inspect Tie Rods/Tie Rod Ends				0.00	0.00
		421	CM			0.00	0.00
0108	IN	Inspect All Fluid Levels				0.00	0.00
		421	CM			0.00	0.00
✓0125	IN	Inspect Function of All Lights				0.00	0.00
		421	CM			0.00	0.00
00002L	Lubricate All Hinges, Latches and Door Locks					0.00	0.00
		421	CM			0.00	0.00
00003R	Replace Engine Oil Filter					0.00	0.00
		421	CM			0.00	0.00
00006M	Rotate Tires					0.00	0.00
		421	CM			0.00	0.00
00007R	Replace Air Cleaner Filter					0.00	0.00
		421	CM			0.00	0.00
00014R	Replace Automatic Transmission Fluid					0.00	0.00
		421	CM			0.00	0.00
00019R	Replace Cabin Air Filter					0.00	0.00
		421	CM			0.00	0.00
0009IN	Inspect and Adjust Drive Belts					0.00	0.00
		421	CM			0.00	0.00
SUBL	PO#59064	ENTERPRISE RENTAL CAR PO#59064				75.23	75.23
		CM					
FC:						75.23	75.23

62717 DUE COMPLETE

B VA. STATE INSPECTION

CAUSE: DUE

03HOZ01 VA. STATE INSPECTION

421 CP

62717 DUE COMPLETE

16.00 16.00

C CUSTOMER STATES THAT THE CLOCK AND THE TEMP LIGHTS ARE NOT LIGHTING

## 100% Customer Satisfaction is our Guarantee!

If you are not completely satisfied,  
please see our Service Manager or  
General Manager.

We Thank You for your business.

**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 DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

237534



**\* INVOICE \***

7101 Richmond Road • Williamsburg, VA 23188

Direct (757) 564-4680  
Fax (757) 564-4640  
Main (757) 564-9700 X2200  
VA Toll Free (800) 296-9700

WILLIAMSBURG, VA

HOME: [REDACTED] BUS: [REDACTED]

DUPLICATE 1

PAGE 3

SERVICE ADVISOR: 28 CYNTHIA SCHWEITZER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	HONDA ODYSSEY	5FNRL18642B		62717/62717	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN02 IS						
01JAN02 DD			15:30 14JAN09		SMA	14JAN09
R.O. OPENED	READY	OPTIONS: ENG:3.5_LITER_SOHC_VTEC				
09:57 14JAN09	17:45 14JAN09	TRN:5_SPEED_AUTOMATIC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
UP...CHECK AND ADVISE							
CAUSE: BULBS WERE OUT							
52HOZ01 TRIM ELECT CONCERN							
	421	CM				101.69	101.69
	1	35505-S84-N01	BULB, NEO-WEDGE (T3)		2.12	2.12	2.12
	1	35851-SP1-901	BULB B (14V 100MA)		6.04	6.04	6.04
62717 BULBS WERE OUT REPLACED BULB IN CLOCK AND TEMP MODE							

D MULTI POINT VEHICLE INSPECTION

CAUSE: CHECK EVERY VEHICLE THAT COMES IN

01H0Z19 MULTI POINT VEHICLE INSPECTION

421 CP

0.00      0.00

62717 CHECK EVERY VEHICLE THAT COMES IN RECOMMEND POWER STEERING  
FLUSH

E\*\* MOC BRAKE FLUID FLUSH

D018 MOC BRAKE FLUID FLUSH

421 CM

67.79 67.79

1 06001 BRAKE FLUSH KIT

50.01 50.01 50.01

EST: 436.63 14JAN09 15:07 SA: 28

CONTACT: MR RAUP 253-2043

~~UPSALE~~

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General Manager.

**We Thank You for your business.**

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DESCRIPTION	TOTALS
LABOR AMOUNT	321.06
PARTS AMOUNT	219.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.23
MISC. CHARGES	15.00
TOTAL CHARGES	630.51
LESS DISCOUNT	75.23
SALES TAX	10.96
PLEASE PAY THIS AMOUNT	566.24

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

**PLEASE PAY  
THIS AMOUNT**

566 24

# Multi Point Vehicle Inspection Checklist




R/O TAG NUMBER	NEXT SERVICE DUE
VIN	MILEAGE
SERVICE ADVISOR	TECHNICIAN <b>H71</b>

☒ Satisfactory
 ☐ May Require Future Attention
 ☒ Requires Immediate Attention

Interior/Exterior	
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps	<input checked="" type="checkbox"/>
Interior light	<input checked="" type="checkbox"/>
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition	<input checked="" type="checkbox"/>
Parking brake	<input checked="" type="checkbox"/>
Horn operation	<input checked="" type="checkbox"/>
Clutch operation (if applicable)	<input checked="" type="checkbox"/>
Micron cabin filter**	<input checked="" type="checkbox"/>

Battery/Instruments (See attached 2011 Printout)	
Good	<input checked="" type="checkbox"/>
Replace	<input type="checkbox"/>



Under Hood	
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid	<input checked="" type="checkbox"/>
Air filter condition**	<input checked="" type="checkbox"/>
External drive belts and radiator hoses	<input checked="" type="checkbox"/>
Hydraulic clutch reservoir fluid (M/T vehicles)	<input checked="" type="checkbox"/>

Under Vehicle	
Brake lines/Hoses/Parking brake cable	<input checked="" type="checkbox"/>
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals	<input checked="" type="checkbox"/>
Exhaust system	<input checked="" type="checkbox"/>
Engine oil and/or fluid leaks	<input checked="" type="checkbox"/>
Drive shaft boots/Constant velocity boots and bands	<input checked="" type="checkbox"/>

Comments	

Tire Condition			
Left Front	Wear pattern	Wear pattern	Right Front
	Tire tread <u>9</u> 32nds	Tire tread <u>9</u> 32nds	
Left Rear	Wear pattern	Wear pattern	Right Rear
	Tire tread <u>8</u> 32nds	Tire tread <u>9</u> 32nds	
Spare	Wear pattern	Front tire inflation set to <u>32</u> psi Rear tire inflation set to <u>32</u> psi	
	Tire tread <u>  </u> 32nds		

Brake Condition			
Left Front	<u>6</u> mm	<u>7</u> mm	Right Front
Left Rear	<u>8</u> mm	<u>8</u> mm	Right Rear
Brakes not inspected on this visit <input type="checkbox"/>			

Please Indicate Areas of External Damage or Wear		

\*Note: Brake fluid NOT filled – fluid level indicate pad wear  
 \*\*Refer to maintenance schedule

