

To: American Honda Motor Inc.
Customer Service
1919 Torrance Blvd
Torrance, CA 90501-2746

SEP - 1 2010

August 24, 2010

Dear Sirs:

I recently heard a news report of a recall of several Honda models which have ignition problems permitting the removal of the ignition key when the car is not in park. This has happened to me several times. I took my car to the dealer (Honda of Ft Myers, FL). I was informed that my car was not on the recall list and the repair would cost me ~\$500.00.

I am trying to determine if there is a reason that some models are subject to recall and others are not. I am submitting my note to the NHTSA so that a database of cars with this defect might be compiled.

My name is [REDACTED]
[REDACTED]
Naples FL [REDACTED]
Ph [REDACTED]
Email [REDACTED]

I am the generally satisfied owner of two Honda Pilots. The Pilot in question is VIN:2HKYF18423H [REDACTED] It is a 2003 Honda Pilot.

Thank you for your time and interest.

Sincerely,
[REDACTED]

KB
090910
TGW

CUSTOMER #: 93643

160244

Honda of Ft. Myers

INVOICE

14020 S. TAMiami TRAIL
FORT MYERS, FL 33912
(239) 433-8333

NAPLES, FL

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HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 92559 ROBERT ANDY KAFKA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	03	HONDA PILOT	2HKYF18423H [REDACTED]		151409/151409	T8347	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAR03 DD			WAIT 12AUG10		0.00	CASH	13AUG10
H.O. OPENED		READY	OPTIONS:				
			ENG:3.5_Liter				

07:13 12AUG10 10:14 13AUG10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES HE CAN REMOVE THE KEY FROM THE IGNITION WHEN THE KEY IS IN DRIVER.. CHECK AND ADVISE

MISC OTHER DIAGNOSIS/REPAIR

PARTS:	20946 CC	LABOR:	49.95	OTHER:	0.00	TOTAL LINE A:	49.95
	0.00						49.95

151409 key interlock found you could pull key from ign when car is not in park. tested and found interlock sysem has internal problem. cust declined repair.

B CUST STATES SRS LIGHT IS ON.. CHECK AND ADVISE
CAUSE: OG1

MISC OTHER DIAGNOSIS/REPAIR

PARTS:	20946 WC	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
	0.00						0.00

151409 internal problem with left front seat belt buckle. found code 9-03 with hds. diag to open in seat belt buckle switch. installed new seat belt buckle and cleared code.

C PERFORM COMPLIMENTARY 27 POINT INSPECTION TO CHECK TIRES, BRAKES, BATTERY, CONDITION OF FLUIDS, FILTERS, BELTS, HOSES, CV BOOTS, STEERING AND SUSPENSION, LIGHTS AND HORN. CHECK FOR LEAKS

CAUSE: PERFORMED COMPLETE INSPECTION,

1000 PERFORM COMPLIMENTARY 27 POINT INSPECTION TO CHECK TIRES, BRAKES, BATTERY, CONDITION OF FLUIDS, FILTERS, BELTS, HOSES, CV BOOTS, STEERING AND SUSPENSION, LIGHTS AND HORN. CHECK FOR LEAKS

PARTS:	20946 CC	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
	0.00						0.00

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 15% of the cost of parts & labor up to a maximum of \$100.00. *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 - 38721

DESCRIPTION

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

[REDACTED]
Naples FL [REDACTED]

[REDACTED]
Administrator
National Highway Traffic Safety Adm.
400 Seventh St. SW
Washington D.C. 20590

