

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received JAN 25 2011 23-NOV-2010	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
DALLAS		TX		Zip Code	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model Year
JHMGD38677S			HONDA		2007
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				22-NOV-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 120000 EXTERIOR LIGHTING				Failure Mileage	
				65000	
				Failure Speed	
				0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL*THE CONTACT OWNS A 2007 HONDA FIT. THE CONTACT STATED THAT THE LOW BEAM HEADLIGHTS STOPPED WORKING AND ONLY THE HIGH BEAMS WERE WORKING. THE DEALER STATED THAT THE WIRING HARNESS AND THE HEADLIGHT SWITCH NEEDED TO BE REPLACED. THE CONTACT HAD NOT SPOKEN WITH MANUFACTURER AT THE TIME OF THE COMPLAINT. THE FAILURE MILEAGE AND CURRENT MILEAGES WERE 65000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



JOHN EAGLE HONDA DALLAS

5311 LEMMON AVENUE • DALLAS TEXAS 75209

(214) 353-3542

TOLL FREE 1-888-341-2883

SERVICE HOURS / 7:00 A.M. - 6:00 P.M. / MON. - FRI

8:00 A.M. - 5:00 P.M. / SATURDAY

CUSTOMER No. 27071	ADVISOR MIKE ZAMORA	TAG No. 1481	INVOICE DATE 11/24/10	INVOICE No. HOC0685858
DALLAS, TX	LABOR RATE	LICENSE No.	MILEAGE 66,943	COLOR /
	YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB SPORT AT			DELIVERY DATE 10/10/06
	VEHICLE I.D. No. 1 H M G D 3 8 6 7 7 S			SELLING DEALER NO. 208173
	F. T. E. No.			P.O. No.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 66943

LABOR & PARTS
J# 1 11H0ZHDLS HEADLIGHTS TECH(S): 1849 265.00
CUSTOMER REQUEST TO REPLACE BOTH HEADLIGHTS LOW BEAM. NOT WORK
TECH DIAGNOSED AND TRACED TO WHITE/RED WIRE AT HEADLIGHT
SWITCH HAD HIGH RESISTANCE.
REPLACED THE HEADLIGHT SWITCH, ALSO REPLACED THE CONNECTOR
AND REPAIRED THE WIRE TO CORRECT. LIGHTS ARE WORKING
FINE AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		35255-S5K-F12	SWITCH AS 0000000	95.00
JOB # 1	1		35012-S5A-307	SET, COMB 0000000	47.25
JOB # 1 TOTAL PARTS					142.25
JOB # 1 TOTAL LABOR & PARTS					407.25

J# 2 34H0Z000 RECALL CONCERN 1 TECH(S): 1849 WARRANTY
PERFORM RECALL PER BULLETIN 10-008
POWER WINDOW MASTER SWITCH.
DEF:5WS00
PERFORMED RECALL PER BULLETIN 10-008.
OP:7440A6

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1		35751-SAA-307	SEAL, P/W 0000000	0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES
JOB # 2 FREIGHT (PARTS)
TOTAL - GOG 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A		HSS SHOP SUPPLIES/HAZARDOUS WASTE MNG	
TOTAL - MISC			2.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$441.55 (+TAX)

COMMENTS
WAITER

SUPPLIES - A token charge equivalent to 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shallac, rags, carburetor cleaner, solder, battery cleaner, wire, window cleaner, etc.

SERVICE INSTALLED PARTS
DATE INSTALLED
MO. DAY YR
ACCURED MILEAGE
OMIT TENTHS
CROSS REFERENCE TO 4

(SIGNED) DEALER, GENERAL MGR., OR AUTHORIZED PERSON DATE

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

Signature of Person
Responsible or Agent for
Person Responsible



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8:00 A.M. - 5:00 P.M. / SATURDAY

CUSTOMER No. 27071	ADVISOR MIKE ZAMORA	TAG No. 1481	INVOICE DATE 11/24/10	INVOICE No. HOCO685858
[REDACTED] DALLAS, TX	LABOR RATE	LICENSE No.	MILEAGE 66,943	COLOR
	YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB SPORT AT			DELIVERY DATE 10/10/06
	VEHICLE I.D. No. J H M G D 3 8 6 7 7 S			DELIVERY MILES
[REDACTED]	F. T. E. No.	P.O. No.	SELLING DEALER NO. 208173	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 11/22/10	

MO: 66943

TOTALS.....

JOHN EAGLE EXPRESS SERVICE NOW OPEN
OPEN LATE UNTIL 8PM M-F
OPEN 8AM - 5PM SATURDAY

TRY OUR NEW EXPRESS SERVICE
THANK YOU FOR YOUR BUSINESS

TOTAL LABOR....	265.00
TOTAL PARTS....	142.25
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	11.91

TOTAL INVOICE \$ 421.16

SUPPLIES - A token charge equivalent to 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shallac, rags, carburetor cleaner, solder, battery cleaner, wire, window cleaner, etc.

CUSTOMER SIGNATURE

SERVICE INSTALLED PARTS			
DATE INSTALLED			ACCURED MILEAGE
MO.	DAY	YR.	OMIT TENTHS
CROSS REFERENCE TO 4			

(SIGNED) DEALER, GENERAL MGR., OR AUTHORIZED PERSON DATE

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

Signature of Person
Responsible or Agent for X
Person Responsible

Term ID: 001
Shift #: 3

XXXXXX
10014833001

Ref #: 032

XXXXXXXXXX
MASTERCARD

Sale

11/24/10

Inv #: 000032

Approved: Online

Cust Ref #: 685858

Total:

Entry Method: Swiped

18:07:00
Appr Code: 041362

Batch#: 000039

921.16

Customer Copy
THANK YOU!
PLEASE COME AGAIN!