



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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

MAR 01 2011  
18-JAN-2011

Repository

Reference No.  
10377014

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BROOKLYN State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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  
5FNRL387X6E [REDACTED] Make HONDA Model ODYSSEY Model Year 2006

Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]  
No: Cylinders [REDACTED]

Original Owner  Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Transmission Type  Antilock Brakes  Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 12-JUN-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 120000 EXTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM, 034100 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS: MASTER CYLINDER, 111000 ELECTRICAL SYSTEM: BATTERY Failure Mileage 30000 Failure Speed 40

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]

DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]

Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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 2006 HONDA ODYSSEY. THE CONTACT WAS DRIVING APPROXIMATELY 40 MPH, AND WHEN PRESSURE WAS APPLIED TO THE BRAKES THERE WAS AN EXTREMELY SLOW RESPONSE. THE REAR BRAKES WERE REPLACED TWICE BY AN INDEPENDENT MECHANIC. THERE WAS A RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID 10V504000 (SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:MASTER CYLINDER). THE CONTACT STATED THAT THE VIN WAS INCLUDED AND THE VEHICLE WAS IN THE PROCESS OF BEING REPAIRED. IN ADDITION, THE BATTERY WAS DEFECTIVE, AND THE REAR LICENSE PLATE LIGHT FAILED TO FUNCTION. THE VEHICLE WAS REPAIRED BY THE DEALER PREVIOUSLY FOR THE FAILURES. THE FAILURE MILEAGE WAS 30,000.

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 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.

Multi Point Vehicle Inspection

RO/TAG # 614 9152

Service Advisor: KANSOR

Technician: 233848

REPORT CARD

CHECKED AND OKAY

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

INTERIOR/EXTERIOR

Head Lights/Tail Lights/Turn Signals/Brake Lights/Hazard Warning Lights/Exterior Lamps

Windshield Washer Spray/Wiper Operation/Wiper Blades/Windshield Condition

Parking Brake Adjustment

Horn Operation

Clutch Operation (if equipped)

BATTERY PERFORMANCE

Battery status indicators: GOOD (green), REPLACE (red), and a photo of a Honda Battery.

UNDER HOOD

Fluid Levels: Oil/Coolant/Power Steering/Brake Fluid/Windshield Washer/Automatic Transmission. Note: Brake Fluid not filled - Wear indicator lamp lights based on fluid level.

External Drive Belts (condition and adjustment)

UNDERVEHICLE

Brake Lines/Hoses/Parking Brake Cable

Shock Absorbers/Struts/Suspension Condition

Muffler/Exhaust Pipes/Mountings/Catalytic Converter

Engine Oil and/or Fluid Leaks

Drive Shaft Boots/Constant Velocity Boots & Bands

TIRE CONDITION

Left Front Right Front

Wear Pattern [diagram]

Tire Tread 5 32nds

Tire Inflation Set 35 psi

Left Rear Right Rear

Wear Pattern [diagram]

Tire Tread 4 32nds

Tire Inflation Set 35 psi

BRAKE CONDITION

Left Front Right Front

MM [diagram]

Left Rear Right Rear

MM [diagram]

COMMENTS: Major Service Brake flush Cabin filter Trans lower oil level - Check engine light is ON Front mounts Rear mounts

NEXT SERVICE DUE 51869

# PLAZA HONDA

2722 NOSTRAND AVE.  
BROOKLYN, NY 11210  
(718) 253-8400



SERVICE DEPARTMENT HOURS  
6:30 a.m. to 7:00 p.m.  
Monday - Friday  
7:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
2/10/11	6149152/1
R/O Close Date	Status
2/10/11	Pre-Invoice
Mileage In	Mileage Out
48868	48869
Service Advisor / Tag #	
Kawsar Hafiz/4746	

NYS\*R/S NO. 7024678 NYC\*DCA LIC. NO. 1278055

[REDACTED]			Work Phone	[REDACTED]	
[REDACTED]			Home Phone	[REDACTED]	
[REDACTED]			Body	[REDACTED]	
Year	Make	Model	Color	License Number	
2006	HONDA	ODYSSEY	SLATE GREEN	[REDACTED]	
BROOKLYN, NY			Vehicle Identification Number	5FNRL387X6B [REDACTED]	
[REDACTED]			Delivery Date	In-Service Date	
[REDACTED]			7/11/06	[REDACTED]	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 02.: EXPRESS SERVICE/OIL AND FILTER CHANGE-WITH MULTI-POINT INSPECTION</p> <p>EXPRESS SERVICE/OIL AND FILTER CHANGE Work performed by Johnson Tony (848) 15.45</p> <p>Kit: 18.50</p> <p>Installed OIL :5W20/10W30/5W30 Installed 08798-9025 :FLUID, WSWA Installed 15400-PLM-A02 :FILTER, OIL Installed 94109-14000 :WASHER, DRAIN (14MM) EXPRESS SERVICE/OIL AND FILTER CHANGE- Sub Total: 33.95</p>	<p>Included Included Included Included</p>
<p>#2 - 62.: -----MULTI-POINT--INSPECTION</p> <p>Caused by -----MULTI-POINT--INSPECTION TECH CK AND FOUND CHECK ENGINE LIGHT IS ON ... Work performed by Johnson Tony (848) CUSTOMER WILL BE BACK TO DO THE REPAIR AT LATER TIME, Sub Total: .00</p>	

**PAID**  
FEB 11 2011  
BY: [Signature]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	15.45
PARTS	18.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.01
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	36.96

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

[REDACTED]			Home Phone	R/O Open Date	R/O Number
[REDACTED]			[REDACTED]	2/14/11	6149433
[REDACTED]			Work Phone	Time Received	Time Promised
[REDACTED]			[REDACTED]	7:35	2/14 17:00
[REDACTED]			Key Tag #	Current Mileage	Mileage Out
[REDACTED]			2006	49001	
Year	Make	Model	Body	Engine Code	Service Advisor
2006	HONDA	ODYSSEY	5DR EX-L RES		Kawsar Hafi
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
5FNRL387X6B		SLATE GREE	[REDACTED]	7/11/06	

#1 - 05.: AUTOMATIC/MANUAL TRANSMISSION//DRIVEABILITY  
AUTOMATIC/MANUAL TRANSMISSION/DRIVEABILITY - TRANS  
MISSION SLIPPING AND (D) LIGHT FLUSHING ..CK AND  
REPORT , W  
W  
W  
W

#2 - 25.: ENGINE MECHANICAL/CHECK ENGINE///FUEL SYSTEM/  
CUSTOMER REPORT CK ENGINE LIGHT IS ON (D) LIGHT IS  
FLUSHING , , , C  
C  
C  
Estimate: 1.00 .00

#3 - 62.: -----MULTI-POINT--INSPECTION C  
Estimate: .20 .00  
Original Estimate: 1.20 .00

[REDACTED SIGNATURE]

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1999 AUTOLIA, Inc. - Universal Application Group (UAG) 340-1100

Customer Signature \_\_\_\_\_

# PLAZA HONDA

2722 NOSTRAND AVE.  
BROOKLYN, NY 11210  
(718) 535-4194



SERVICE DEPARTMENT HOURS  
6:30 a.m. to 7:00 p.m.  
Monday - Friday  
7:00 a.m. - 5:00 p.m. Saturday

R/O Open Date	R/O Number
9/16/09	6104492/1
R/O Close Date	Status
9/16/09	Pre-Invoice
Mileage In	Mileage Out
32913	32914
Service Advisor / Tag #	
Susan Jogie/3833*W*	

NYS'R/S NO. 7024678 NYC'DCA LIC. NO. 1278055

Work Phone		Vehicle Identification Number			
[REDACTED]		5FNRL387X6B [REDACTED]			
Home Phone		Delivery Date	In-Service Date		
[REDACTED]		7/11/06			
Year	Make	Model	Body	Color	License Number
2006	HONDA	ODYSSEY	5DR EX-L RES	SLATE GREE	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 02HOZDPREP: EXPRESS SERVICE OIL AND FILTER CHANGE -WITH MULTI- POINT INSPECTION----- -PREVENTIVE MAINTENANCE	
Work performed by Tercell Rogers (514)	15.45
Work performed by Jean Baptiste Zamor (512)	18.50
Kit: PKLUBE	Included
Installed OIL :5W20/10W30	Included
Installed 15400-PLM-A02 :FILTER, OIL	Included
Installed 94109-14000 :WASHER, DRAIN (14MM)	Included
PERFORMED LOF.	
Sub Total: Labor: 15.45 Parts:18.50 Total: 33.95	

Please Note: CAR NEEDS 2 TIRES AND WHEEL ALIGNMEN



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	15.45
PARTS	18.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.01
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	36.96

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

[REDACTED] BROOKLYN, NY [REDACTED]			Home Phone	R/O Open Date	R/O Number
			[REDACTED]	1/21/11	6147500
			Work Phone	Time Received	Time Promised
			[REDACTED]	10:10	Waiting
Year			Key Tag #	Current Mileage	Mileage Out
			3466	48255	
2006			Body	Engine Code	Service Advisor
HONDA			5DR EX-L RES		Kawsar Hafi
Model			License Number	Delivery Date	In-Service Date
ODYSSEY			[REDACTED]	7/11/06	
Vehicle Identification Number					
5FNRL387X6E [REDACTED]			Color		
			SLATE GREE		

#1 - 26.: ----- ( RECALL) -----  
 OPEN RECALL#10-069  
 2005-2007 ODYSSEY BRAKE MASTER

W  
W  
W

Original Estimate: .00

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle hereto described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to include any implied warranty with the sale of said vehicle. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

# PLAZA AUTO MALL

www.plazaautomall.com

## ACURA

2684 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-535-4405  
NYS•R/S NO: 7090078

## HONDA

2712 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-535-4546  
NYS•R/S NO: 7024378

## HYUNDAI

2712 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-535-4546  
NYS•R/S NO: 7070654

## TOYOTA

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-535-4547  
NYS•R/S NO: 7084360

## SCION

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-535-4547  
NYS•R/S NO: 7084360

HONDA & HYUNDAI DIRECT LINE: (718)535-4546  
WE ARE YOUR LOCAL PARTS DEALER!

ORDER PARTS AND ACCESSORIES ONLINE @  
[WWW.PLAZAAUTOMALL.COM](http://WWW.PLAZAAUTOMALL.COM)

NYS • DLR. LIC. NO. 7034533, 7024378, 7065381, 7057971  
NYC • DCA LIC. NO. 811983, 739183, 763134, 893956, 910197

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
10000				CASH	FRANCISCO FIGUER	07/02/08	63540H HOR

COUNTER SALES

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	90304-SHJ-A91 NUT, WHEEL SPECIAL ORDER'S NOT RETURNABLE	018AD	3.72	3.16	3.16
<p style="text-align: center;"><b>ABSOLUTELY NO RETURNS OR EXCHANGES ON SPECIAL ORDER OR ELECTRICAL PARTS NO EXCEPTIONS!</b></p> <p style="text-align: center;">NO RETURNS OF PARTS WITH EVIDENCE OF BEING INSTALLED NO RETURNS ON SPECIAL ORDERED OR ELECTRICAL PARTS 20% SERVICE CHARGE ON ALL RETURNS</p>						
<p>ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THIS IS A LIMITED WARRANTY FOR 90 DAYS. 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 SAID PRODUCTS.</p> <p>ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO REFUNDS AFTER 7 DAYS.</p> <p>THERE IS A 20% HANDLING CHARGE ON PARTS ACCEPTED FOR REFUND. ELECTRICAL AND SPECIAL ORDERED ITEMS ARE NOT RETURNABLE.</p> <p>PARTS ACCEPTED FOR CREDIT MUST BE IN ORIGINAL UNDAMAGED, UNMARKED CONTAINER NO RETURNS OF PARTS WITH EVIDENCE OF BEING INSTALLED.</p>					SUBTOTAL	3.16
					TAX	0.26
					FREIGHT	0.00
<p>X _____ CUSTOMER SIGNATURE</p>					PAY THIS AMOUNT	3.42

11:23:44 CUSTOMER COPY

NET516

PAGE 1 OF 1



Home Phone	R/O Open Date	R/O Number
Work Phone	1/21/11	6147500
	Time Received	Time Promised

# PLAZA AUTO MALL

www.plazaautomall.com

**ACURA**

2684 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7090078

**KIA**

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7065361

**HONDA**

2722 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7024378

**HYUNDAI**

2677 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7070654

**TOYOTA**

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7084360

CUSTOMER NO. 352610	ADVISOR SUSAN JOGIE	299016	TAG NO. 2310	INVOICE DATE 08/30/08	INVOICE NO. H0CS980531
	LABOR RATE		MILEAGE 23,431	COLOR SLATE GREEN	STOCK NO.
	YEAR / MAKE / MODEL	06/HONDA/ODYSSEY/5DR EX-L RES		DELIVERY DATE 07/11/06	DELIVERY MILES 10
	VEHICLE I.D. NO.	3 F N R L 3 8 7 X 6 B		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		08/30/08	
	COMMENTS	MO: 24332			

LABOR & PARTS  
 J# 1 02HOZDPREP EXPRESS SERVICE HOURS: TECH(S):203748 16.00  
 OIL AND FILTER CHANGE WITH MULTI-POINT INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PKLUBE	LUBE	18.00	18.00	18.00
JOB # 1	1	08798-9025	FLUID, WSWA	****	****	****
JOB # 1	1	15400-PLM-A02	FILTER, OIL	****	****	****
JOB # 1	1	94109-14000	WASHER 14MM	****	****	****
JOB # 1	5	OIL	5W20/10W30	****	****	****
JOB # 1 TOTAL PARTS						18.00
JOB # 1 TOTAL LABOR & PARTS						34.00

J# 2 23HOZ BODY ELECTRICAL HOURS: 0.30 TECH(S):203748 WARRANTY  
 CUSTOMER STATES CAR NEEDS BOOST TO START  
 CHECKED AND FOUO BATTERY NEEDS REPLACING  
 TECH REMOVED AND REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	31500-SD4-100M	BATTERY 24F/550A			WARRANTY
JOB # 2	-1	31500-SD4-100M	CORE RETURN			WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$40.00 (+TAX)

COMMENTS  
 MN

TOTALS						
THIS VEHICLE WAS SERVICED AT PLAZA HONDA	TOTAL LABOR....	16.00				
HONDA REG # 7024378	TOTAL PARTS....	18.00				
HONDA # 718-535-4365	TOTAL SUBLET...	0.00				
****ALL REPAIRS GUARANTEED 12 MONTHS, 12,000 MILES****	TOTAL G.O.G....	0.00				
THANKS FOR CHOOSING PLAZA HONDA FOR ALL	TOTAL MISC CHG.	0.00				
YOUR SERVICE NEEDS! YOUR NEXT SERVICE IS DUE IN THE	TOTAL MISC DISC	0.00				
NEXT THREE MONTHS OR 3000 MILES.	TOTAL TAX.....	2.85				
IMPORTANT: YOU MAY BE RECEIVING A SURVEY DIRECT FROM	<b>TOTAL INVOICE \$</b>	<b>36.85</b>				
THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE						
US "EXCELLENT" PLEASE CONTACT SERVICE MANAGER						
VLADISLAV KOVBASYUK 718-535-4365						
THANK YOU !!!						
** WE ARE NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CAR **						

CUSTOMER SIGNATURE

**PAID**  
 AUG 30 2008  
 By *Cash*

# PLAZA AUTO MALL

ACURA GMC  KIA HONDA HYUNDAI MAZDA TOYOTA

2684 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7090078

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7065381

2722 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7024378

2677 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7070654

2722 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7080715

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS-R/S NO: 7084360

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01HOZ01K 24HOZINS	1,000 MILE MAINT. TAG:WIPER INSERTS	MO MI	0.00 0.00	10HOZM1	TAGCOOLANT SERVICE	MI	0.00

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/10/06	823959	169	299016	233848	W	29HOZADIAG	DIAG AND REPORT
07/04/06	822878	10	439	119	I	90HOZ	NEW CAR PREP CODES
				119	I	90HOZRMALW/LKS	REMOTE ALM/W/LKS
				119	I	90HOZZKEYCODE	KEYCODE
				119	I	90HOZZRADCODE	RADIO CODE

SALESPERSON NO. 338619 ERROL N LAMBERT **S E R V I C E** STATE REG# 7024378

VEHICLE ID NO. <b>5FNRL387X6B</b>	YEAR/MAKE/MODEL <b>06/HONDA/ODYSSEY/5DR EX-L RES</b>	PRODUCTION DATE <b>262330</b>	STOCK NO. <b>262330</b>	LICENSE NO. <b>[REDACTED]</b>	R.O. NO. <b>826419</b>
CUSTOMER NO. <b>352610</b>	SERVICE CONTRACT	DELIVERY DATE <b>07/11/06</b>	DELIVERY MILES <b>10</b>	SELLING DEALER NO.	R.O. DATE <b>07/21/06</b>
COLOR <b>SLATE GREEN/GRAY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>8524</b>	
TURBO <b>HOZZ</b>	M/MC <b>HOZZ</b>	AIR COND. <b>HOZZ</b>	P. S. <b>HOZZ</b>	TRANS <b>HOZZ</b>	MILEAGE <b>484</b>
ADVISOR NO. <b>299015</b>	ADVISOR <b>EDUARDO CALERO</b>				

RESIDENCE PHONE: [REDACTED] BUSINESS PHONE: [REDACTED]

TIME RECEIVED: **07:13am** DATE/TIME PROMISED: **07/21/06 03:48pm** PRIORITY: **4**

APPOINTMENT:  Yes  No LABOR RATE: **X**

TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREIN. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 1000 MILES, WHICHEVER COMES FIRST. HOWEVER, NO WARRANTY AND/OR GUARANTEE ON PARTS AND/OR UNITS SUBLET FOR CLEANING AND/OR REPAIR OF RADIATORS, HEATER CORES AND GAS TANKS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION. NO REFUNDS ON SPECIAL ORDERED PARTS. ALL REPAIRS NOT COVERED UNDER APPLICABLE WARRANTIES ARE SUBJECT TO DIAGNOSTIC CHARGES.

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL <b>0.00</b>	NYC - C/A LIC. NO. 811983, 739183, 763134, 893956, 910197
1	<b>C 18HOZ EXTERIOR TRIM</b> C/S VEHICLE ""RIMS"" AND ""ROOF"" HAS SHIPPING GLUE ON IT AND THEY CAN'T GET IT OFF.....	I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER AT THE TIME OF MY APPROVAL. INITIALS _____
2	<b>C 23HOZ BODY ELECTRICAL</b> C/S THE ALARM ISN'T LOUD ENOUGH.....	FOR HOURS SEE BACK PRE-INSPECTION PRICE _____
	<b>718-253-8400</b> <b>646-296-4120</b>	CUSTOMER SIGNATURE _____ \$ PARTS, MAT'L & LABOR _____
	<b>SAVING</b>	REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED - - - - - SAVE PARTS INITIALS _____
	ADD'L WORK APPROVED _____	OK'D BY _____ DATE _____ A P
	CALLER BY _____ PHONE CALLED _____	TEAR DOWN FOR ESTIMATE ONLY RE-INSPECTION ESTIMATE PARTS & LABOR
	INITIALS _____ \$ AMOUNT _____ \$	<b>ALL PARTS ARE NEW EXCEPT AS NOTED</b>

**We close at 6:00 PM Monday - Friday**

Reynolds and Reynolds ERMNTW014E CC023825 Q (07/03)

# PLAZA AUTO MALL

ACURA

GMC



KIA

HONDA

HYUNDAI

MAZDA

TOYOTA

2684 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS\*R/S NO: 7090078

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS\*R/S NO: 7065381

2722 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS\*R/S NO: 7024378

2677 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS\*R/S NO: 7070654

2722 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS\*R/S NO: 7060715

2699 Nostrand Avenue  
BROOKLYN, N.Y. 11210  
718-253-8400  
NYS\*R/S NO: 7084380

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
10HOZM1 06HOZM1	TAGCOOLANT SERVICE TAG: BRAKE INSPECTION	MI MO	0.00 0.00	11HOZM1 24HOZINS	TAG:CK A/C SYSTEM TAG:WIPER INSERTS	MO MO	0.00 0.00

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/23/07	867249	9211	299016	354467	I	02HOZ	OIL & FILTER
12/08/06	853639	5971	299016	343776	I	02HOZ	OIL & FILTER
09/22/06	839159	3030	299016	354467	I	02HOZ	OIL & FILTER
07/21/06	826419	484	299015	441	C	18HOZ	EXTERIOR TRIM
				441	C	23HOZ	BODY ELECTRICAL
07/10/06	823959	169	299016	233848	W	29HOZADIAG	DIAG AND REPORT

SALESPERSON NO. 338619 ERROL N LAMBERT **S E R V I C E** STATE REG# 7024378

VEHICLE ID NO. <b>5FNRL387X6B</b>	YEAR/MAKE/MODEL <b>06/HONDA/ODYSSEY/5DR EX-L RES</b>	PRODUCTION DATE <b>262330</b>	STOCK NO. <b>886507</b>
CUSTOMER NO. <b>352610</b>	SERVICE CONTRACT	DELIVERY DATE <b>07/11/06</b>	DELIVERY MILES <b>10</b>
COLOR <b>SLATE GREEN/GRAY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO <b>HOZZ</b>	M/MC	AIR COND.	P.S.
TRANS	MILEAGE <b>12,166</b>	ADVISOR NO. <b>299016</b>	ADVISOR <b>SUSAN JOGIE</b>
RESIDENCE PHONE	BUSINESS PHONE	<small>TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 1000 MILES, WHICHEVER COMES FIRST. HOWEVER, NO WARRANTY AND/OR GUARANTEE ON PARTS AND/OR UNITS SUBLET FOR CLEANING AND/OR REPAIR OF RADIATORS, HEATER CORES AND GAS TANKS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION. NO REFUNDS ON SPECIAL ORDERED PARTS. ALL REPAIRS NOT COVERED UNDER APPLICABLE WARRANTIES ARE SUBJECT TO DIAGNOSTIC CHARGES.</small>	
TIME RECEIVED <b>04:10pm</b>	DATE/TIME PROMISED <b>05/30/07 04:24pm</b>	PRIORITY <b>3</b>	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	<input checked="" type="checkbox"/>	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00 <b>X</b> _____	NYC • C/A LIC. NO. 811983, 739183, 763134, 893956, 910197
1 <b>C 02HOZ OIL &amp; FILTER</b> CUSTOMER REQUEST OIL & FILTER SERVICE	I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER AT THE TIME OF MY APPROVAL _____ INITIALS _____  FOR HOURS SEE BACK PRE-INSPECTION PRICE  X _____ \$ _____ CUSTOMER SIGNATURE PARTS, MAT'L & LABOR  REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED ----- SAVE <b>SAVE PARTS</b> INITIALS _____
2 <b>C 09HOZ WHEELS &amp; TIRES</b> CUSTOMER STATES RIGHT FRONT TIRE KEEPS LOSING AIR	
ADD'L WORK APPROVED \$ _____	
OK'D BY _____ DATE _____ CALLED BY _____ PHONE CALLED _____	TEAR DOWN FOR ESTIMATE ONLY RE-INSPECTION ESTIMATE PARTS & LABOR X _____ \$ _____ INITIALS AMOUNT
<b>We close at 6:00 PM Monday - Friday</b>	
<b>ALL PARTS ARE NEW EXCEPT AS NOTED</b>	

Reynolds and Reynolds, ERANTW014E, C0282825-Q (07/03)