

Temporary Complaint Number (TCN): ABN22-4506
EQ-10381943-3785

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and the content is protected

Required Information in Bold

FEB 03 2011

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

J	H	M	C	M	5	6	3	7	7	C						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17

Select/Enter Make

HONDA

Enter Model

ACCORD

Select/Enter Year

2007

Incident Information

Approximate Incident Date

01/01/2007

For multiple incident dates enter
the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? ☐ Yes ☒ No

Was there a Fire? ☐ Yes ☒ No

Failure Mileage 16,563 miles

For multiple incidents
enter the first failure mileage.

Number of Persons Injured, if any

Speed (at time of incident) mph

Number of Deaths, if any

Description (up to 1800 characters)

1873 characters remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.

Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

See attached correspondence

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Brakes

Failed Component 2

Select the Component

Failed Component 3

Select the Component

Personal Information

First Name

Last Name

Email

(provided earlier and locked for your security)

Daytime Phone

Evening Phone

Address 1

Address 2

City

Brecksville

State

OHIO

Zip Code

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

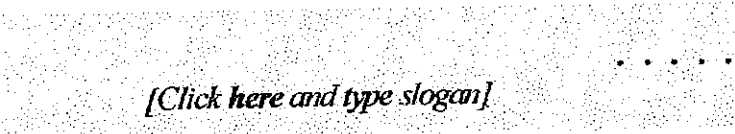
TO WHOM IT MAY CONCERN:

I've enclosed two repair invoices totaling over \$1600 in brake replacements on a 2007 Honda Accord with only 32,000 miles. I had also been on the internet and found that there are a lot of issues with the quality of the initial brakes and subsequent repair parts. This was the first HONDA I ever purchased and have not given up on the HONDA Brand yet because of its quality reputation which is one of your **biggest** selling points. Needless to say I was quite amazed that the brakes needed replacement at 16,563 miles and thought, at that time, I just had a quirky set of initial brakes.

The same issue occurred another 15,000 miles later (at 31,961 miles) which now leads me to believe there is definitely a QUALITY issue with your product. I am not displeased with Sunnyside Honda, but I have been told by two separate Service Advisors that **"I don't drive the car enough"**. You would think less mileage driven would be a positive thing rather than negative! I seek some resolution since I can't afford to keep replacing brakes every 15,000 miles since my other American branded automobiles certainly go farther on a set of brakes than my 2007 Honda Accord.

Sincerely,


[Click here and type job title]


[Click here and type slogan]

.....

Invoice #: **259546**Tag #: **0982****SUNNYSIDE**

7700 Pearl Road
MIDDLEBURG HTS, OHIO 44130
Phone (440) 243-5577
Direct Service Line (440) 243-8081
www.sunnysideauto.com

BRECKSVILLE, OH

HOME: [REDACTED] CONT:N/A

CELL:

Service

Advisor: **1727 MARK DAVIS**

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	07	HONDA ACCORD			JHMCM56377C			16563	16565
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAID AMT.	INV. DATE	R.O. OPENED	READY
01JAN07		01JAN2007	18:48 19DEC08		0.00	CASH	19DEC08	11:00 19DEC08	17:06 19DEC08
OPTIONS: D_R:207532 ENG:2.4 Liter DOHC									

LIST NET TOTAL

A PERFORMED WINTERIZATION TUNEUP RWBI REPLACE WIPER INSERTS

1 714649 RUB, BLADE (650MM)
1 714651 RUB, BLADE (450MM)

6.90 6.90 6.90
6.90 6.90 6.90

B** REPLACED CABIN FILTERS RCF REPLACED CABIN FILTERS

1 715715 ELEMENT, FILTER

27.00 27.00 27.00

C** MAINTAINED FRT BRAKES MFB MAINTAINED FRT BRAKES

45.00

D** REPLACE REAR BRAKE PADS RRBP REPLACE REAR BRAKE PADS

1 543702 PAD SET, RR-

75.00 75.00 75.00

E** REPLACE REAR BRAKE ROTORS (FLOATING) RRBRF REPLACE REAR BRAKE ROTORS (FLOATING)

2 713763 DISK, RR- BRAKE

96.00 96.00 138.50
192.00

You may be receiving a satisfaction survey card from Honda Cars of North America regarding your service visit. This is a report card for our dealership. If we have not earned an EXCELLENT rating please contact Bob Haws at: (440) 243-5577

Sunnyside Honda

DETAIL SPECIAL

Take advantage of our \$159.96* detail special. Ask your service advisor for details.

* Van/Truck prices may vary.

**HONDA****Thank You!**

ASK ABOUT CAR WASHES AVAILABLE ON ANY VEHICLE DISPLAYING A SUNNYSIDE LICENSE PLATE FRAME.

*SHOP SUPPLIES - WE HAVE ADDED A CHANGE EQUAL TO 7% OF THE COST OF LABOR, NOR TO EXCEED \$15.00 TO THE REPAIR ORDER FOR SHOP SUPPLIES USED IN CONNECTION WITH THE REPAIR. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

Service Department Hours:

Monday - Thursday
7:30 AM - 12:00 MIDNIGHT

Friday
7:30 AM - 6:00 PM

Saturday
8:00 AM - 5:00 PM

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

LABOR AMOUNT	334.05
PARTS AMOUNT	307.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	651.85
DEDUCTIBLE AMOUNT	0.00
SALES TAX	50.52
PLEASE PAY THIS AMOUNT	702.37

APPOINTMENTS ONLINE
www.sunnysideauto.com

DIRECT SERVICE LINE
(440) 243-8081

Customer Copy**THANK YOU!**

BRECKSVILLE, OH

HOME: [REDACTED] CONT: [REDACTED] CELL:
EMAIL: [REDACTED]

Invoice #: 299681

Tag #: 5820



SUNNYSIDE 
7700 Pearl Road
MIDDLEBURG HTS, OHIO 44130
Phone (440) 243-5577
Direct Service Line (440) 243-8081
www.sunnysideauto.com

Service
Advisor: 1697 AUDREY ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	07	HONDA ACCORD	JHMC563770		31961	31963
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN07		01JAN2007	18:48 30NOV10		0.00	CASH
OPTIONS: DLR:207532 ENG:2.4 Liter DOHC					30NOV10	09:20 30NOV10
					11:37 30NOV10	



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HONDA

Thank You!

		LIST	NET	TOTAL
A	CUSTOMER HEARING A HUMMING / VIBRATING NOISE WHEN DRIVING GOES AWAY WHEN TAP THE BRAKE PEDAL. BEEN HAPPENING FOR ABOUT 1 MONTH. ISBY INSPECTED BRAKES- SEE LINES BELOW FOR REPAIRS...			0.00
B**	CUSTOMER WOULD LIKE TO SEE IF WE CAN GET RIGHT FRONT OF BUMPER TO LINE UP... ADVISE MISC PUSHED BUMPER BACK INTO PLACE- BUT COMES BACK OUT- WOULD NEED TO GO TO BODY SHOP FOR ESTIMATE...			0.00
C**	REPLACE FRT BRAKE PADS RFBP REPLACE FRT BRAKE PADS			
	1 45022-SDA-A10 PAD SET, FR-	67.00	67.00	88.00 67.00
D**	REPLACE FRT BRAKE ROTORS (FLOATING) RFRBF REPLACE FRT BRAKE ROTORS (FLOATING)			
	2 45251-TA5-A00 DISK, FR- BRAKE	109.00	109.00	54.98 218.00
E**	REPLACE REAR BRAKE PADS RRBP REPLACE REAR BRAKE PADS			
	1 43022-S84-A50 PAD SET, RR-	72.00	72.00	88.00 72.00
F**	REPLACE REAR BRAKE ROTORS (FLOATING) RRBRF REPLACE REAR BRAKE ROTORS (FLOATING)			

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

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Phone (440) 243-5577

Direct Service Line (440) 243-8081

www.sunnysideauto.com

Service

Advisor: **1697 AUDREY ADAMS**

BRECKSVILLE, OH

HOME:

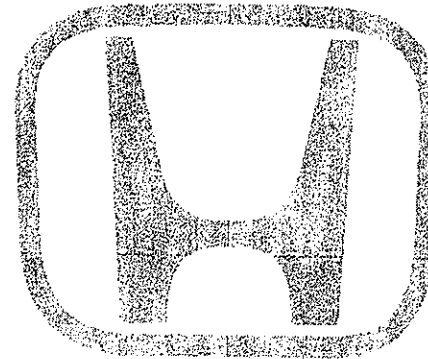
CONT:

CELL:

EMAIL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	07	HONDA ACCORD	JHMCM56377C		31961	31963
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN07		01JAN2007	18:48 30NOV10		0.00	CASH
OPTIONS: DLR:207532 ENG:2.4 Liter DOHC				30NOV10	09:20 30NOV10	11:37 30NOV10

	LIST	NET	TOTAL
2 42510-SDA-A00 DISK, RR- BRAKE	95.00	95.00	54.98
			190.00

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Sunnyside Honda

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LABOR AMOUNT	285.96
PARTS AMOUNT	547.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	842.96
DEDUCTIBLE AMOUNT	0.00
SALES TAX	65.33
PLEASE PAY THIS AMOUNT	908.29

APPOINTMENTS ONLINE

www.sunnysideauto.com

DIRECT SERVICE LINE

(440) 243-8081

Customer Copy**THANK YOU!**

Brecksville, OH

POSTAGE WILL BE PAID BY ADDRESSEE
NO POSTAGE NEEDED IF MAILED IN THE U.S.



Department of Transportation NHTSA
Office of Defects Investigation/CRD, NVS-216
1200 New Jersey Avenue SE
Washington, D.C. 20590

