

CL-10393500-2586

NVS-200

MAR 8 0 2011

March 6, 2011
EXECUTIVE SECRETARIAT
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RECEIVED - 1173A

[REDACTED]
[REDACTED] EAST WINDSOR, NJ [REDACTED]
[REDACTED]

To

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., SE, Washington, DC 20590

CC: AMERICAN HONDA MOTOR Co., Inc

Honda Automobile Customer Service, Mail Stop: 500-2N-7A
1919 Torrance Blvd, Torrance, CA 90501-2746

Subject: HAMILTON Honda Dealer, NJ is unable to remedy/fix the defect in my vehicle:

WIN#: 5FNRL38676B [REDACTED] (HONDA 2006 EXL MODEL, ODYSSEY)

Dear Administrator/American Honda Motor Co., Inc,

We own the Honda Odyssey WIN#: 5FNRL38676B [REDACTED] 2006 - EXL model vehicle. From the beginning that WE bought the vehicle, we were very helpless with the Honda dealers in NJ to fix the brake serious issue/problem. WE unnecessarily spent around \$600.00 to replace the brake pads and other adjustments because of the manufacturing issues. WE have been communicating/notifying this problem during every maintenance visit and NJ Honda dealers convinced me that "Odyssey break system works like this". While driving the vehicle between 35 ~ 45 miles speed, WE apply the brake and the vehicle does not stop & keep on going further say 50 ~ 100 meters distance and WE have to really stand on the break system to make it stop. Also WE noticed that while applying the brake, it kicks me back on a normal road condition with some type of noise. We (Family) always believe the brake system is fundamentally wrong and this vehicle has to be recalled ASAP. Because of this poor brake system, WE stopped using the above referenced vehicle and bought a new vehicle from HYUNDAI for family safety perspective. WE have kids and cannot use the Honda vehicle any more due to poor brake system.

ET
032811
DW

In addition, after we had received the brake master cylinder recall notice, WE took the vehicle to the Honda Dealer located at: Hamilton Honda, 655 US Highway 130, Hamilton, NJ 08691. The Dealer has stated that the technician replaced the necessary parts. We did a test drive with the Honda Technician and Service executive manager: Jim Man. No Luck and still the Brake system does not work and very frustrating me with the vehicle. In addition, we faced several other issues with the vehicle such the CD player unit failed with in the 6 months of the vehicle purchased, Frequent Humming noise from the engine side and resulted to pay more for those problems to fix. Since the Brake system does not work very well, we as a family could not use the vehicle for safety reason and we would really appreciate to take the necessary action to compensate for the vehicle issues or replace with a new vehicle with no additional cost due to the Honda Manufacturer issues.

At this point, we are very dissatisfied vehicle and no confidence while driving the vehicle. We really need safety first and scare to death with this vehicle issue. We would greatly appreciate if you could recall the vehicle 100% and help us to stay as a Honda Motor customer. To that end, we would request the Honda Motor to take necessary action to either provide a new vehicle or refund the full money (paid during purchase) \$29,600.

Since this is a very serious problem with the vehicle, we will look forward to your reply via phone call ASAP to resolve this problem with on 24 to 48 hours of receiving this letter. Otherwise, we would seek legal assistance to contact Honda Motor Corporation On Behalf of our family.

Note:

We here with sending the receipts from the Honda Dealers for the payments that we made for the same Brake issue. Please send me the reimbursement ASAP

Should you have any questions, please feel free to contact me at [REDACTED]

[REDACTED]
Thanking You,

Sincerely
[REDACTED]
[REDACTED]



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

December 2010

IMPORTANT SAFETY RECALL NOTICE

Dear Odyssey Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2005-07 model year Odyssey vehicles. A seal in the brake master cylinder may be susceptible to damage following the use of brake fluid other than the recommended Honda Genuine DOT3 brake fluid. If the seal is damaged, it can result in a brake fluid leak under certain conditions. If a leak should occur, the driver might see a low brake fluid indicator light. If the driver continues to drive the vehicle after receiving this message without refilling the brake fluid reservoir, it could result in a brake pedal that feels soft or spongy, and eventually may affect braking performance, increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. Do not rely on refilling the brake fluid reservoir to address the problem. The dealer will replace the brake master cylinder seal, free of charge. If inspection of the vehicle reveals that the seal in question has leaked, the brake booster unit will also be replaced. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2005, 2006 or 2007 Odyssey involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have the brake master cylinder replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



Instructions for Reimbursement: 2005-07 Odyssey Brake Indicator Stays On

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have your vehicle repaired because of a brake indicator that stayed on due to a brake system master cylinder leak.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

- ✓ **Complete the attached Request for Reimbursement form.**
- ✓ **Attach a copy of the repair receipt or invoice for the repair.** A copy of the repair invoice from an authorized Honda dealer or independent repair facility, indicating repair of the brake system because of a master cylinder internal leak, will meet this need. This invoice should show your vehicle's model, vehicle identification number (VIN), the name and address of the facility that did the repair, the cost of the repair (parts and labor), and the date the work was completed.
- ✓ **Attach proof of payment,** such as a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- ✓ **Mail the completed Request for Reimbursement form and copies of the receipts and invoices to**

American Honda Motor Co., Inc.
 Automobile Customer Service
 P.O. Box 2964
 Torrance, CA 90509-2964

Please allow 6 to 8 weeks for reimbursement.

Failure to include proper documentation can delay your reimbursement. If you have questions, please call your local authorized Honda dealer. If they cannot help you, call 800-999-1009, and select option 4.

Request for Reimbursement: 2005-07 Odyssey Brake Indicator Stays On

Fill in the following blanks. Please print clearly, and provide complete information.

Name [Redacted]

Address Apt. No. [Redacted]

City EAST WINDSOR State NJ Zip Code [Redacted]

Vehicle Identification Number (VIN) 5FNRL38676B Mileage at time of repair 29,719 Total amount requested \$ 800.03

Name of facility that did the repair DEL HONDA, Rt 9, NJ & Hamilton Honda

Make sure to include all required supporting information with your request. 655 US Rt 130 Hamilton, NJ 08691

CUSTOMER #: 18190

24047



INVOICE

655 US Highway 130 · Hamilton, NJ 08691

PH: (609) 528-2600

FAX: (609) 528-2555

www.hamiltonhondacars.com

EAST WINDSOR, NJ

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 246 MICHELLE GUARNERI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	HONDA ODYSSEY	5FNRL38676B		50712/50712	T1820	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN05 IS			WAIT 19DEC09			CASH	19DEC09
R.O. OPENED	READY	OPTIONS: DLR:208502 ENG:3.5_Liter					
08:52 19DEC09	11:21 19DEC09						

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

A C/S NOISE WHEN USING HEATER
 00 INSPECT VEHICLE FOR NOISE CONCERN
 231 ISP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

50712 WE WERE UNABLE TO CONFIRM CUSTOMERS INTERMITTENT NOISE CONCERN AT THIS TIME. THE REAR TIRES ON THE CAR ARE WORN TO THE WEAR BARS, AND NOISE COULD BE FROM ABS/VSA OPERATION WHICH IS NORMAL. THE POWER STEERING FLUID WAS ALSO A LITTLE LOW AND IN COLDER WEATHER THE POWER STEERING PUMP CAN MAKE NOISE WHICH IS ALSO NORMAL. AS A COURTESY THE CABIN AIR FILTER WAS REMOVED AND THE BLOWER MOTOR CHECKED FOR DEBRIS WHICH CAN CAUSE THE BLOWER MOTOR TO SPIN OUT OF BALANCE AND CAUSE NOISE. THE FILTER IS AFTERMARKET AND FITS POORLY, AND IF AIR CAN GET PAST SIDE OF FILTER THEN THIS CAN ALSO CREATE NOISE

B C/S CHECK BRAKES NOT RESPONSIVE
 00 PERFORM BRAKE INSPECTION
 231 ISP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

50712 WE WERE UNABLE TO ROADTEST CAR DUE TO A SNOW STORM. THE CUSTOMER STATED THAT A 4 WHEEL BRAKE JOB AND BRAKE FLUID FLUSH HAD JUST BEEN PERFORMED ON THE CAR BUT THE BRAKES DO NOT FEEL THAT THEY ARE VERY POWERFUL AND ALSO PEDAL FEELS SOFT AND HAS EXCESSIVE TRAVEL. THE ROTORS ON THE CAR DO NOT LOOK LIKE THEY HAVE BEEN RECENTLY MACHINED AS THEY HAVE A LARGE RUSTLIP AND ARE GLAZED. THIS CAN CAUSE POORER BRAKING PERFORMANCE AS THE PADS CANNOT WEAR TO THE ROTORS AS EASILY. IF THE BRAKE FLUID FLUSH WAS NOT PERFORMED CORRECTLY AND AIR GOT INTO THE SYSTEM THEN THIS CAN CAUSE A SOFT BRAKE PEDAL, IT IS SUGGESTED THAT THE CUSTOMER RETURN TO PLACE WORK PERFORMED TO HAVE THESE CONCERNS ADDRESSED. THE BRAKE SYSTEM WAS INSPECTED AND IS WORKING AT THIS TIME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

IN RARE OCCASIONS A BLOCKED BOWL
STERLING RESERVOIR FILTER SCREEN CAN
CAUSE THE PUMP TO MAKE A HUMMING/SRA
NOISE AFTER LONG TRIPS WHEN PUMP
GETS VERY HOT.

VEHID 6B [REDACTED]

EAST WINDSOR NJ [REDACTED]

HOME PHONE [REDACTED]

BUS. PHONE N/A

CELL PHONE N/A

PAGER N/A

E-MAIL [REDACTED]

06 HONDA ODYSSEY 42204

Command? (Enter, *, N, VEH, CUST, ?)?

(OWNER)

SERIAL NO.

CUSTOMER

DELV. DATE

IN SERVICE

WAR. EXP. DATE

LICENSE NO.

UNIT N/A

SA

5FNRL38676B [REDACTED]

6094481828 [REDACTED]

GUZMAN, RICHARD

--- 1 of 10 - Dealer: ACAD-S -----

RO No: 503528 Opened: 09MAY09 Closed: 09MAY09 Mileage: 42204
 Line Code: A Booker: 31 Comeback: N
 Complaint: 45K6 45,000 MILE INTERVAL SERVICE
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
31	75	CPR4	45K6		45,000 MILE INTERVAL SERVICE			
					PTS\$	56.60 LBR\$	241.85 MSC\$	0.00
31		CPM	9998		LUBE-OIL-GREASE CHARGES			
					PTS\$	0.00 LBR\$	0.00 MSC\$	6.50

Line Code: B Booker: 31 Comeback: N
 Complaint: MPI PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.*****CUSTOMER INI
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
31	75	CPR4	MPI		PERFORM COMPLIMENTARY MULTI-POINT INSPEC TION.*****CUSTOMER INITIALS ARE REQUI ED IF DECLINED INSPECTION*****			
					PTS\$	0.00 LBR\$	0.00 MSC\$	0.00

Line Code: C Booker: 31 Comeback: N
 Complaint: HEATER IN BOTTOM DOES NOT HEAT -COLD IN WINTER
 Cause:

Press S#, Return for next page, EST#, ?, or E to Exit:

RO No: 503528 Opened: 09MAY09 Closed: 09MAY09 Mileage: 42204

Line Code: C Booker: 31 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP M INSPECT HEATER OPEATION-OPERATING CORREC
CTLY
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: D Booker: 31 Comeback: N
Complaint: RIGHT SIDE THERE IS RATTLE FROM INSIDE WHEN DRIVING-MIDDLE ROW
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP CND COULD NOT DUPLICATE PROBLEM
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: E Booker: 31 Comeback: N
Complaint: SHOW CUSTOMER HOW PUT SPARE TIRE IN PLACE
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP INFO INFO LINE ONLY
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: F Booker: 31 Comeback: N
Complaint: CHECK BRAKES
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 503528 Opened: 09MAY09 Closed: 09MAY09 Mileage: 42204

Line Code: F Booker: 31 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 CPR4 24S \REPLACE FRONT BRAKE PADS & RESURFACE ROTORS
PTSS\$ 62.00 LBR\$ 187.95 MSC\$ 0.00

Line Code: G Booker: 31 Comeback: N
Complaint: RRBP REPLACE REAR PADS (NO RESURFACE)

Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 CPR4 RRBP REPLACE REAR PADS (NO RESURFACE)
PTSS\$ 62.00 LBR\$ 97.95 MSC\$ 0.00

Line Code: H Booker: 31 Comeback: N
Complaint: FICTB PERFORM THROTTLE BODY SERVICE

Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 CPR4 FICTB PERFORM THROTTLE BODY SERVICE
PTSS\$ 9.25 LBR\$ 90.70 MSC\$ 0.00

COMMENTS: CAR IN SPOT 18
THANK YOU
LUBRICATE SLIDING DOOR CHANNELS AND TRACKS

Press B, S#, Return for next page, EST#, ?, or E to Exit:

--- 2 of 10 - Dealer: ACAD-S -----
RO No: 481339 Opened: 02OCT08 Closed: 02OCT08 Mileage: 36017
Line Code: A Booker: 156 Comeback: N
Complaint: 30K6 30,000 MILE INTERVAL SERVICE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
156	1732	CPR4	30K6		30,000 MILE INTERVAL SERVICE			
					PTS\$	52.92	LBR\$	237.26
							MSC\$	0.00
156		CPM	9998		LUBE-OIL-GREASE CHARGES			
					PTS\$	0.00	LBR\$	0.00
							MSC\$	6.50

Line Code: B Booker: 156 Comeback: N
Complaint: PERFORM COMPLIMENTARY MULTI POINT INSPECTION. !!!!CUSTOMERS IN
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
156	1732	CPR4			PERFORM COMPLIMENTARY MULTI POINT INSPEC TION. !!!!CUSTOMERS INITIALS ARE REQUI RED IF DECLINED INSPECTION !!!!			
					PTS\$	0.00	LBR\$	0.00
							MSC\$	0.00

Line Code: C Booker: 156 Comeback: N
Complaint: CUSTOMER STATES THE BRAKE PEDAL IS LOW
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 462313 Opened: 18APR08 Closed: 18APR08 Mileage: 29719
Line Code: A Booker: 23 Comeback: N

Complaint: BRAKES CUST REQUESTS CHECK BRAKES
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1723	94	ISP	BRAKES		CUST REQUESTS CHECK BRAKES				
					PT\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: B Booker: 23 Comeback: N
Complaint: 3K 3,750 MILE INTERVAL SERVICE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1723	94	CPX	3K		3,750 MILE INTERVAL SERVICE				
					PT\$	6.70	LBR\$	15.00	MSC\$ 0.00

1723		CPXO	9998		LUBE-OIL-GREASE CHARGES				
					PT\$	0.00	LBR\$	0.00	MSC\$ 6.50

Line Code: C Booker: 23 Comeback: N
Complaint: MPI PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.*****CUSTOMER INI
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1723	94	CPR4	MPI		PERFORM COMPLIMENTARY MULTI-POINT INSPEC TION.*****CUSTOMER INITIALS ARE REQUIR				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 462313 Opened: 18APR08 Closed: 18APR08 Mileage: 29719
Labor Operations th t are not attached to a line

ED IF DECLINED INSPECTION*****
Line Code: D Booker: 23 PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00
Complaint: M DOOR MAKES NOISE WHEN OPENING AND CLOSING Comeback: N
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 ISP DONE WORK DONE AS REQUESTED
PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00
Line Code: E Booker: 23 Comeback: N

Complaint: CREDIT COUPON 5%
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPX CREDIT CREDIT
PTSS -.01 LBR\$ -7.20 MSC\$ 0.00
Line Code: F Booker: 23 Comeback: N

Complaint: 24M Bleed and Flush / Replace Brake Hydraulic Fluid
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPR4 24M Bleed and Flush / Replace Brake Hydraul

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 462313 Opened: 18APR08 Closed: 18APR08 Mileage: 29719
ic Fluid
PTSS\$ 7.32 LBR\$ 52.63 MSC\$ 0.00
Comeback: N
Line Code: G Booker: 23
Complaint: 24T REPLACE TRANSMISSION FLUID,ADJUST CLUTCH OR AUTOMATIC TRANMISS
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPX 24T REPLACE TRANSMISSION FLUID,ADJUST CLUTCH
H OR AUTOMATIC TRANMISSION CABLE (EXCLU
DING PASSPORT)
PTSS\$ 18.12 LBR\$ 25.25 MSC\$ 0.00
Comeback: N

Line Code: H Booker: 23
Complaint: ACF REPLACE A/C FILTERS
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPR4 ACF REPLACE A/C FILTERS
PTSS\$ 48.50 LBR\$ 51.95 MSC\$ 0.00
Comeback: N

COMMENTS: THANK YOU HAVE A NICE DAY
--- 4 of 10 - Dealer: BT-BS ---
RO No: 14964 Opened: 17SEP07 Closed: 24SEP07 Mileage: 20084
Line Code: A Booker: 627 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 14874 Opened: 10SEP07 Closed: 13SEP07 Mileage: 20084
Line Code: A Booker: 627 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
627 CPBS 9997 MISC. SHOP CHARGES
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 94.50

*--- 6 of 10 - Dealer: ACAD-S
RO No: 435535 Opened: 28JUL07 Closed: 28JUL07 Mileage: 16439
Line Code: A Booker: 102 Comeback: N

Complaint: 3K 3,750 MILE INTERVAL SERVICE
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
102 203 CPX 3K 3,750 MILE INTERVAL SERVICE
PTSS\$ 6.70 LBR\$ 15.50 MSC\$ 0.00
102 CPM 9998 LUBE-OIL-GREASE CHARGES
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 6.00

Line Code: B Booker: 102 Comeback: N
Complaint: CHECK CUST STATES CHECK BRAKES
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
102 203 CPR4 CHECK BRAKES OK AT THIS TIME
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

3

RO No: 412731 Opened: 29NOV06 Closed: 29NOV06 Mileage: 10819
Line Code: A Booker: 156 Comeback: N
Complaint: 7K7 7,500 MILE INTERVAL SERVICE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
156	75	CPR4	7K7		7,500 MILE INTERVAL SERVICE				
					PTS\$	6.70	LBR\$	83.50	MSC\$ 0.00
					LUBE-OIL-GREASE CHARGES				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 6.00

Line Code: B Booker: 156 Comeback: N
Complaint: CREDIT 5% COUPON
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
156	75	CPR4	CREDIT		CREDIT				
					PTS\$	-.33	LBR\$	-4.17	MSC\$ 0.00

COMMENTS: INCLUDES BALANCE ALL 4 WHEELS AT CUSTOMER REQUE
ST
YOUR CAR IS PARKED IN SPOT 17
THANK YOU JOE

--- 9 of 10 - Dealer: ACAD-S -----

RO No: 395003 Opened: 19MAY06 Closed: 07JUN06 Mileage: 4857

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 395003 Opened: 19MAY06 Closed: 07JUN06 Mileage: 4857
Line Code: A Booker: 102 Comeback: N
Complaint: ORDER REPLACEMENT CD PLAYER
Cause: INOP

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
102 46 WH1 010150 RADIO, RADIO/TAPE OR RADIO/CD PLAYER - R
REPLACE. REMANUFACTURING PROGRAM.
PTS\$ 204.71 LBR\$ 35.60 MSC\$ 0.00

*--- 10 of 10 - Dealer: ACAD-S
RO No: 394998 Opened: 19MAY06 Closed: 19MAY06 Mileage: 4856
Line Code: A Booker: 102 Comeback: N
Complaint: 3K 3,750 MILE INTERVAL SERVICE
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
102 46 CPX 3K 3,750 MILE INTERVAL SERVICE
PTS\$ 6.70 LBR\$ 15.50 MSC\$ 0.00
102 CPM 9998 LUBE-OIL-GREASE CHARGES
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 6.00
Comeback: N

Line Code: B Booker: 102
Complaint: MR5 CUST STATES CHECK CD PLAYER
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

VEHID 6B [REDACTED]

EAST WINDSOR NJ [REDACTED]

HOME PHONE [REDACTED]

BUS. PHONE N/A

CELL PHONE N/A

PAGER N/A

E-MAIL [REDACTED]

06 HONDA ODYSY 42204

Command? (Enter, *, N, VEH, CUST, ?)?

(OWNER)

SERIAL NO.
CUSTOMER
DELV. DATE
IN SERVICE
WAR. EXP. DATE
LICENSE NO.
UNIT N/A
SA

5FNRL38676B [REDACTED]
6094481828

GUZMAN, RICHARD

--- 1 of 10 - Dealer: ACAD-s -----
RO No: 503528 Opened: 09MAY09 Closed: 09MAY09 Mileage: 42204
Line Code: A Booker: 31 Comeback: N
Complaint: 45K6 45,000 MILE INTERVAL SERVICE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
31	75	CPR4	45K6		45,000 MILE INTERVAL SERVICE			
					PTSS\$	56.60	LBR\$	241.85 MSC\$ 0.00
					LUBE-OIL-GREASE CHARGES			
					PTSS\$	0.00	LBR\$	0.00 MSC\$ 6.50

Comeback: N

Line Code: B Booker: 31
Complaint: MPI PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.*****CUSTOMER INI
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
31	75	CPR4	MPI		PERFORM COMPLIMENTARY MULTI-POINT INSPEC TION.*****CUSTOMER INITIALS ARE REQUIR ED IF DECLINED INSPECTION*****			
					PTSS\$	0.00	LBR\$	0.00 MSC\$ 0.00

Comeback: N

Line Code: C Booker: 31
Complaint: HEATER IN BOTTOM DOES NOT HEAT -COLD IN WINTER
Cause:

Press S#, Return for next page, EST#, ?, or E to Exit:

RO No: 503528 Opened: 09MAY09 Closed: 09MAY09 Mileage: 42204

Line Code: C Booker: 31 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP M INSPECT HEATER OPEATION-OPERATING CORREC

Line Code: D Booker: 31 Comeback: N
Complaint: RIGHT SIDE THERE IS RATTLE FROM INSIDE WHEN DRIVING-MIDDLE ROW
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP M CTLY
PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: E Booker: 31 Comeback: N
Complaint: SHOW CUSTOMER HOW PUT SPARE TIRE IN PLACE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP M COULD NOT DUPLICATE PROBLEM
PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: F Booker: 31 Comeback: N
Complaint: CHECK BRAKES
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 ISP M INFO LINE ONLY
PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 503528 Opened: 09MAY09 Closed: 09MAY09 Mileage: 42204

Line Code: F Booker: 31 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 CPR4 24S \REPLACE FRONT BRAKE PADS & RESURFACE ROTORS
PTS\$ 62.00 LBR\$ 187.95 MSC\$ 0.00

Line Code: G Booker: 31 Comeback: N
Complaint: RRBP REPLACE REAR PADS (NO RESURFACE)
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 CPR4 RRBP REPLACE REAR PADS (NO RESURFACE)
PTS\$ 62.00 LBR\$ 97.95 MSC\$ 0.00

Line Code: H Booker: 31 Comeback: N
Complaint: FICTB PERFORM THROTTLE BODY SERVICE
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
31 75 CPR4 FICTB PERFORM THROTTLE BODY SERVICE
PTS\$ 9.25 LBR\$ 90.70 MSC\$ 0.00

COMMENTS: CAR IN SPOT 18
THANK YOU
LUBRICATE SLIDING DOOR CHANNELS AND TRACKS

Press B, S#, Return for next page, EST#, ?, or E to Exit:

↑ Break ↓

--- 2 of 10 - Dealer: ACAD-S -----
RO No: 481339 Opened: 02OCT08 Closed: 02OCT08 Mileage: 36017
Line Code: A Booker: 156 Comeback: N
Complaint: 30K6 30,000 MILE INTERVAL SERVICE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
156	1732	CPR4	30K6		30,000 MILE INTERVAL SERVICE			
					PTSS	52.92	LBR\$	237.26 MSC\$ 0.00
					LUBE-OIL-GREASE CHARGES			
					PTSS	0.00	LBR\$	0.00 MSC\$ 6.50

Line Code: B Booker: 156 Comeback: N
Complaint: PERFORM COMPLIMENTARY MULTI POINT INSPECTION. !!!!CUSTOMERS IN
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
156	1732	CPR4			PERFORM COMPLIMENTARY MULTI POINT INSPEC TION. !!!!CUSTOMERS INITIALS ARE REQUI RED IF DECLINED INSPECTION !!!!			
					PTSS	0.00	LBR\$	0.00 MSC\$ 0.00

Line Code: C Booker: 156 Comeback: N
Complaint: CUSTOMER STATES THE BRAKE PEDAL IS LOW
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 462313 Opened: 18APR08 Closed: 18APR08 Mileage: 29719

Line Code: A Booker: 23 Comeback: N

Complaint: BRAKES CUST REQUESTS CHECK BRAKES

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1723	94	ISP	BRAKES		CUST REQUESTS CHECK BRAKES				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: B Booker: 23

Complaint: 3K 3,750 MILE INTERVAL SERVICE Comeback: N

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1723	94	CPX	3K		3,750 MILE INTERVAL SERVICE				
					PT\$\$	6.70	LBR\$	15.00	MSC\$ 0.00
1723		CPX0	9998		LUBE-OIL-GREASE CHARGES				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 6.50

Line Code: C Booker: 23

Complaint: MPI PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.*****CUSTOMER INI

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1723	94	CPR4	MPI		PERFORM COMPLIMENTARY MULTI-POINT INSPEC				
					TION.*****CUSTOMER INITIALS ARE REQUIR				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 462313 Opened: 18APR08 Closed: 18APR08 Mileage: 29719
Labor Operations th t are not attached to a line

Line Code: D Booker: 23

Complaint: M DOOR MAKES NOISE WHEN OPENING AND CLOSING
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 ISP DONE WORK DONE AS REQUESTED
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
Comeback: N

Line Code: E Booker: 23

Complaint: CREDIT COUPON 5%

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPX CREDIT CREDIT
PTSS\$ -.01 LBR\$ -7.20 MSC\$ 0.00
Comeback: N

Line Code: F Booker: 23

Complaint: 24M Bleed and Flush / Replace Brake Hydraulic Fluid
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPR4 24M Bleed and Flush / Replace Brake Hydraul

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 462313 Opened: 18APR08 Closed: 18APR08 Mileage: 29719
ic Fluid
PTSS\$ 7.32 LBR\$ 52.63 MSC\$ 0.00
Complaint: 24T Cause: REPLACE TRANSMISSION FLUID,ADJUST CLUTCH OR AUTOMATIC TRANMISS
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPX 24T REPLACE TRANSMISSION FLUID,ADJUST CLUTCH
H OR AUTOMATIC TRANMISSION CABLE (EXCLU
DING PASSPORT)
PTSS\$ 18.12 LBR\$ 25.25 MSC\$ 0.00
Comeback: N

Line Code: H Booker: 23
Complaint: ACF Cause: REPLACE A/C FILTERS
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1723 94 CPR4 ACF REPLACE A/C FILTERS
PTSS\$ 48.50 LBR\$ 51.95 MSC\$ 0.00
Comeback: N

COMMENTS: THANK YOU HAVE A NICE DAY
*--- 4 of 10 - Dealer: BT-BS
RO No: 14964 Opened: 17SEP07 Closed: 24SEP07 Mileage: 20084
Line Code: A Booker: 627 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 412731 Opened: 29NOV06 Closed: 29NOV06 Mileage: 10819
Line Code: A Booker: 156 Comeback: N
Complaint: 7K7 7,500 MILE INTERVAL SERVICE
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
156	75	CPR4	7K7		7,500 MILE INTERVAL SERVICE				
					PTSS\$	6.70	LBR\$	83.50	MSC\$ 0.00
					LUBE-OIL-GREASE CHARGES				
					PTSS\$	0.00	LBR\$	0.00	MSC\$ 6.00

Comeback: N

Line Code: B Booker: 156
Complaint: CREDIT 5% COUPON
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
156	75	CPR4	CREDIT		CREDIT				
					PTSS\$	-.33	LBR\$	-4.17	MSC\$ 0.00

COMMENTS: INCLUDES BALANCE ALL 4 WHEELS AT CUSTOMER REQUE
ST
YOUR CAR IS PARKED IN SPOT 17
THANK YOU JOE

--- 9 of 10 - Dealer: ACAD-S -----
RO No: 395003 Opened: 19MAY06 Closed: 07JUN06 Mileage: 4857

Press B, #, Return for next page, EST#, ?, or E to Exit:

Eastwindsor, NJ



X-RAYED
MAR 6
SECURITY OPERATIONS

TO:
Administrator,
National Highway Traffic Safety
Administration
1200 New Jersey Ave, SE,
Washington, DC-20590

first class

