


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

 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 NOV 21 2011 26-SEP-2011		Repository <input type="checkbox"/> Reference No. 10427248	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
COLUMBUS	GA				
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	Model Year	
1HGCG3252WA		HONDA	ACCORD	1998	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>					
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input type="checkbox"/> Cruise Control			15-SEP-2002	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage	Failure Speed	
			149000	20	
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 1998 HONDA ACCORD. WHILE DRIVING APPROXIMATELY 20 MPH, THE CONTACT NOTICED AN EXCESSIVE VIBRATION IN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTICS WHERE THE TECHNICIAN STATED THAT THE TRANSMISSION WOULD HAVE TO BE REPLACED. AFTER THE REPAIR THE FAILURE CONTINUED. THE TRANSMISSION WAS REPLACED SEVEN TIMES TO NO AVAIL. THE APPROXIMATE FAILURE MILEAGE WAS 149,000.					
I, [REDACTED] HAVE ATTACHED 6 OUT OF 7 TRANSMISSIONS THAT HAVE BEEN REPLACED ON THE LIFE OF THE CAR. AFTER MY RECENT ONE WAS REPLACED, IT QUIT FUNCTIONING WHILE IT WAS BEING WORK ON AT CARL GREGORY HONDA IN COLUMBUS, GA.					
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.					



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	Repository <input type="checkbox"/>
26-SEP-2011	Reference No. 10427248

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City COLUMBUS	State GA	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 1HGCG3252WA	Make HONDA	Model ACCORD	Model Year 1998
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-SEP-2002

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 149000	Failure Speed 20
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 1998 HONDA ACCORD. WHILE DRIVING APPROXIMATELY 20 MPH, THE CONTACT NOTICED AN EXCESSIVE VIBRATION IN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTICS WHERE THE TECHNICIAN STATED THAT THE TRANSMISSION WOULD HAVE TO BE REPLACED. AFTER THE REPAIR THE FAILURE CONTINUED. THE TRANSMISSION WAS REPLACED SEVEN TIMES TO NO AVAIL. THE APPROXIMATE FAILURE MILEAGE WAS 149,000.

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.

11/11/11

I, [REDACTED] AM FILING A COMPLAINT
AGAINST "AMERICAN HONDA" TRANSMISSION DIVISION
FOR SELLING DEFECTIVE TRANSMISSIONS AND
REQUESTING A RECALL ON THERE TRANSMISSION
DIVISION IN ATLANTA, GA. I'M ALSO FILING
A COMPLAINT FOR MY MONEY BACK OF \$3480.28
FOR THE DEFECTIVE TRANSMISSION THAT THEY SOLD
ME BECAUSE THE CAR IS STILL VIBRATING WHEN
IN DRIVE. I NOW DON'T TRUST AMERICAN
HONDA ; CARL GREGORY HONDA ON ANY FUTURE
WORK TO MY CAR AND SIR, I'M ASKING FOR
YOUR HELP. THANK YOU FOR YOUR TIME ;
HAVE A BLESSED DAY.

[REDACTED]
[REDACTED]
COLUMBUS, GA [REDACTED]
[REDACTED]

HONDA
 3000 Northlake Pkwy.
 Bldg. #400
 COLUMBUS, GA 31909
 (706) 563-3510



65233

ROY JOHNSON 38516 4930 09/12/11 HOCS326128
 149,163 /

98/HONDA/ACCORD/2 DOOR COUPE
 1 H G C G 3 2 5 2 W A

COLUMBUS, GA

09/06/11

MO: 149179

LABOR & PARTS
 J# 1 19HOZRR

R&R TRANSMISSION

TECH(S): 3

637.50

CUST SAYS THAT THE D4 LIGHTS FLASHING AND VEH WAS TOWED
 MIL LIGHT ALSO ON PLEASE ADVISE
 TECH FOUND INSTERNALL TRANS PROBLEM
 TECH REPLACED TRANS AND DRIVERS CV AXLE SHAFT

Next Appointment
 Date: _____

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	200CP-PAX-A01RM	TRANSMISS 200CP	3575.00	3575.00
JOB # 1	-1	200CP-PAX-A01RM	CORE RETURN	1200.00	-1200.00
JOB # 1	5	08200-9008	FLUID AT 08201	8.23	41.15
JOB # 1	1	90471-PX4-000	WASHER, D 90400	3.02	3.02
JOB # 1	1	CQ-LEFT-AXLE	RDS 41075	109.36	109.36
				JOB # 1 TOTAL PARTS	2528.53

JOB # 1 TOTAL LABOR & PARTS 3166.03

G.O.G. & SUPPLIES

JOB # 1	FREIGHT (PARTS)		108.00
			TOTAL - GOG 108.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOP	SUPPLIES		25.00
JOB # A	H61D-ECC	ENVIROMENTAL CONTROL CHARGE		2.50
				TOTAL - MISC 27.50

COMMENTS
 TECH 3 REQUESTED

TOTALS

THANK YOU FOR YOUR BUSINESS.
 WE VALUE YOU AS A CUSTOMER.
 PLEASE LET US KNOW IF WE CAN DO ANYTHING TO SERVE YOU BETTER

TOTAL LABOR	637.50
TOTAL PARTS	2528.53
TOTAL SUBLET	0.00
TOTAL G.O.G.	108.00
TOTAL MISC CHG.	27.50
TOTAL MISC DISC	0.00
TOTAL TAX	178.75

TOTAL INVOICE \$ 3480.28

PAID
 SEP 12 2011

CUSTOMER SIGNATURE _____

326128

326128



HONDA
3000 Northlake Pkwy.
Bldg. #400
COLUMBUS, GA 31909



0201J326128

STATE REG# 2

Handwritten notes: TRUCK 3

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Contains two rows of repair history.

SERVICE

SALESPERSON NO.

Vehicle information form including VEHICLE ID NO (1HGCG3252WA), YEAR/MAKE/MODEL (98/HONDA/ACCORD/2 DOOR COUPE), CUSTOMER NO (65233), and various dates and times.

LABOR INSTRUCTIONS

COMMENTS:
TECH 3 REQUESTED

1 C* 15HOZDIAG DIAGNOSE SYSTEM
CUST SAYS THAT THE D4 LIGHTS FLASHING AND VEH WAS TOWED
MIL LIGHT ALSO ON PLEASE ADVISE

Handwritten notes: P0700 P/F Malfunction, P1753 TCC solenoid valve failure, P0740 TC clutch system failure

Handwritten note: 3.5 for Rear Main

Handwritten note: Trans & Rear Main

Handwritten list: HONDA DEMAND TRANS, PAX ADIEM 3/36 2375.00, SHARPINT 108.00, FLUID 8.2300

Handwritten calculation: 232.00 - 60.00 = 172.00

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO / MI, TOTAL

CALL WHEN READY: YES/NO, SAVE PARTS FOR CUST.: YES/NO

PAYMENT options: CASH, CREDIT CARD, CHARGE, INTERNAL

Quality Control Checked

Date and Initials fields with handwritten entries

Next Appointment Date:

R.O. DATE	EXT.	SERIAL NUMBER	MILEAGE	LICENSE	YEAR	MAKE - MODEL	SERV. ADV.	JOB NO.
1/14/80		144603375	39607		78	H1070	11	

EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIR'S, NOT THE DEALER'S UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE BUYER ADDITIONAL RIGHTS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. We hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to rate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto.

86363

MENOTTI HONDA

1923 Highway 45 North - Phone 328-8236

COLUMBUS, MISSISSIPPI 39705

VSC 1001050094

QTY	PART NO.	DESCRIPTION	PRICE	DELIVERY DATE
1	557799-4	A/T TRANS	1148.00	
5	4512628	A.T. FLUID	19.60	
<p>Hourly Labor Rate: \$57.00</p> <p>Freight: 220.64</p>				

RECEIVED	PROMISED	FRC
SELLING DEALER	RES	BUS. PHONE
R.O. CROSS REFERENCE	NAME	
HOURLY LABOR RATE	MAILING	
	CITY	STATE
		ZIP CODE

P.O. NO.	SUBLET REPAIRS	PRICE	G-O-G	PRICE
			GAL GAS	
			OTS. OIL	
			LBS. GRE	
TOTAL SUBLET			TOTAL G-O-G	

PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HRS.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE
1	557799-4	984		1109.59						
COMPLAINT - v. TRANS. 5/1/78 "M" ACCED.										
CORRECTION - NEW TRANS.										
TECH. NO. 1109										

INTERNAL/WARRANTY SALES		CUSTOMER SALES	
ACCT. NO.	ACCOUNT DESC.	ACCT. NO.	PRICE
452	LABOR	450	286.00
472	PARTS	470	1388.24
456	SUBLET	456	
489	GAS, OIL GREASE SHOP SUPPLIES	489	
	SUB TOTAL		1771.99
	TAX	333	101.71
	TOTAL		1771.99
WARRANTY	CLAIM NO.	ACCT. NO.	WARRANTY CLAIMS TOTAL
		221	

PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HRS.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE
COMPLAINT -										
CORRECTION -										
TECH. NO. -										
Authorized: EGM 99590										

BY SERV.	67
BY SERV.	14
BY NEW USED	15

HONDA
 3000 Northlake Pkwy.
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 (706) 563-3510



65233

ROY JOHNSON

38516

12/18/10

HOCS312024

140,461 /

98/HONDA/ACCORD/2 DOOR COUPE

1 H G C G 3 2 5 2 W A

12/16/10

MO: 140475

LABOR & PARTS

1 10HOZCAL CALIPERS TECH(S):3 116.78
 CUSTOMER STATES HAS SHIMMEY IN FRONT END WHEN TRAVELING AROUND 70 MPH
 E
 TECH FOUND CALIPER DRIVERS FRONT LOCKING UP
 TECH REPLACED FAILED PARTS AND FLUSHED SYSTEM,
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	06453-S84-505RM	CALIPER S 452RM	144.84	144.84
JOB # 1	1	84032	BRAKE SER	28.83	28.83
				JOB # 1 TOTAL PARTS	173.67
				JOB # 1 TOTAL LABOR & PARTS	290.45

2 13HOZ ENGINE GENERAL TECH(S):3 0.00
 CUST SAYS THAT THERE IS A LOSS OF POWER
 SEE JOB 1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

3 19HOZ AUTO TRANSMISSION TECH(S):3 0.00
 CUST SAYS THAT VEH FEELS LIKE TRANS IS SLIPPIN
 SEE JOB 1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SHOP	SUPPLIES		5.84	
JOB # A	H61D-ECC	ENVIROMENTAL CONTROL CHARGE		2.50	
				TOTAL - MISC	8.34

COMMENTS
 DROP-CH

HONDA
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65233

ROY JOHNSON

38516

12/18/10

HOCS312024

140,461 /

98/HONDA/ACCORD/2 DOOR COUPE

1 H G C G 3 2 5 2 W A

12/16/10

MO: 140475

COLUMBUS, GA

TOTALS

THANK YOU FOR YOUR BUSINESS.
WE VALUE YOU AS A CUSTOMER.
PLEASE LET US KNOW IF WE CAN DO ANYTHING TO SERVE YOU BETTER

TOTAL LABOR....	116.78
TOTAL PARTS....	173.67
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	8.34
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.37

TOTAL INVOICE \$ 307.16

CUSTOMER SIGNATURE

PAID
DEC 18 2010

16160

161801

PAUL MOAK

802 Harding St.
Jackson, Mississippi 39202
601-355-8100

www.paulmoak.com

INVOICE

FLOWOOD, MS
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 6088 SAMANTHA W CREEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	98	HONDA ACCORD	1HGCG3252WA		104170/104170	T5993	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG98 DD			17:00 13MAR08			CASH	13MAR08
R.O. OPENED	READY	OPTIONS: DLR:206617 ENG:2.3_Liter					
07:50 13MAR08	16:48 13MAR08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CHECK TRANSMISSION NOT SHIFTING RIGHT							
80 NO PROBLEM FOUND TRANS SHIFTING NORMALLY							
	6066	CHR				0.00	0.00

B							
CHECK RADIATOR FOR LEAKS							
80 NO LEAKS FOUND							
	6066	CHR				0.00	0.00

C							
CHECK STRUTS HITS HARD WHEN HITTING BUMPS							
80 SUSPENSION FEELS GOOD							
	6066	CHR				0.00	0.00

D							
EXPRESS OIL CHANGE-OIL & FILTERCHANGE-CHECK ALL FLUID LEVELS-ADJUST AS NECESSARY							
	101	EXPRESS OIL CHANGE-OIL & FILTERCHANGE-CHECK ALL FLUID LEVELS-ADJUST AS NECESSARY				9.00	9.00
	6066	CHR					
	1	15400-PLM-A02 W-FILTER, OIL			4.93	4.93	4.93
	1	94109-14000 W-WASHER, DRAIN (14MM)			0.20	0.20	0.20
	5	1001S OIL			1.95	1.95	9.75

E							
REPLACE DRIVERS DOOR LOCK ACTURATOR PART IN VEHICLE							
80 REPLACED DOOR LOCK ACTURATOR WITH CUSTOMERS PARTS							
	6066	CHR				120.00	120.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							9.60

I hereby authorize the repair work herein set forth 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 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 or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

DISCLAIMER OF WARRANTIES

All express warranties, if any, by a manufacturer or supplier are theirs, not the dealer's, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's implied warranty law may give the buyer additional rights.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	129.00
PARTS AMOUNT	14.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.60
TOTAL CHARGES	153.48
	0.00
SALES TAX	10.74
PLEASE PAY THIS AMOUNT	164.22

Thank you for allowing us to service your vehicle!

CUSTOMER COPY IT

HONDA
3000 Northlake Pkwy.
Bldg. #400
COLUMBUS, GA 31909
(706) 563-3510



0201IHOC278855

65233

ROY JOHNSON

38516

04/22/09

HOCS278855

118,075 /

98/HONDA/ACCORD/2 DOOR COUPE

1 H G C G 3 2 5 2 W A

04/17/09

MO: 118082

LABOR & PARTS

J# 1 15HOZDIAG DIAGNOSE SYSTEM TECH(S):1010 WARRANTY
CUST SAYS THAT CHECK E LIGHT IS ON P/A
TECH SCANNED SYSTEM HOLDING CODE FAILURE OF TRANS
TECH TEST DROVE VEH 5MILES FOUND TRANS SLIPIN AFTER
3 MILES OR DRIVINGTECH R-R TRANS
TEST DROEV VEH
COMPLETETEDD
ORG DATE OR TRANS INSTALLATION
NOV/28/07/ ORG MILES 100822/ ORG RO 72117

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes rows for JOB # 1 and totals for PARTS and LABOR & PARTS.

J# 2 13HOZ ENGINE GENERAL TECH(S):1010 200.01
CUST SAYS THAT HAS A LOSS OF POWER PLEASEA DVICE
VEH RUNNIGN ROUGH
TECH REPLACED LOWER PULLEY
TECH AND LOWER COVER

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes rows for JOB # 2 and totals for PARTS and LABOR & PARTS.

G.O.G. & SUPPLIES
JOB # 1 FREIGHT (PARTS) TOTAL - GOG WARRANTY 0.00

Table with columns: MISC, CODE, DESCRIPTION, CONTROL NO. Includes rows for SHOP SUPPLIES, ENVIRONMENTAL CONTROL CHARGE, LABOR DISCOUNT, PARTS DISCOUNT and a total for MISC.

HONDA
3000 Northlake Pkwy.
Bldg. #400
COLUMBUS, GA 31909
(706) 563-3510



65233

ROY JOHNSON 38516 04/22/09 HOCS278855

118,075 /

98/HONDA/ACCORD/2 DOOR COUPE

1 H G C G 3 2 5 2 W A

04/17/09

MO: 118082

TOTALS-----

THANK YOU FOR YOUR BUSINESS.
WE VALUE YOU AS A CUSTOMER.
PLEASE LET US KNOW IF WE CAN DO ANYTHING TO SERVE YOU BETTER

TOTAL LABOR....	200.01
TOTAL PARTS....	198.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.50
TOTAL MISC DISC	-39.84
TOTAL TAX.....	12.51

TOTAL INVOICE \$ 383.56

Next Appointment

Date: _____

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

HONDA
 3000 Northlake Pkwy.
 Bldg. #400
 COLUMBUS, GA 31909
 (706) 563-3510



65233

ROY JOHNSON 38516 4930 09/12/11 HOCS326128

149,163 /

98/HONDA/ACCORD/2 DOOR COUPE

1 H G C G 3 2 5 2 W A

09/06/11

MO: 149179

LABOR & PARTS

J# 1 19HOZRR R&R TRANSMISSION TECH(S) 3 637.50
 CUST SAYS THAT THE D4 LIGHTS FLASHING AND VEH WAS TOWED
 MIL LIGHT ALSO ON PLEASE ADVISE
 TECH FOUND INTERNALL TRANS PROBLEM
 TECH REPLACED TRANS AND DRIVERS CV AXLE SHAFT

Next Appointment

Date: _____

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	200CP-PAX-A0IRM	TRANSMISS 200CP	3575.00	3575.00
JOB # 1	-1	200CP-PAX-A0IRM	CORE RETURN	1200.00	-1200.00
JOB # 1	5	08200-9008	FLUID AT 08201	8.23	41.15
JOB # 1	1	90471-PX4-000	WASHER, D 90400	3.02	3.02
JOB # 1	1	CQ-LEFT-AXLE	RDS 41075	109.36	109.36
				JOB # 1 TOTAL PARTS	2528.53
				JOB # 1 TOTAL LABOR & PARTS	3166.03

G.O.G. & SUPPLIES		
JOB # 1	FREIGHT (PARTS)	108.00
		TOTAL - GOG
		108.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOP	SUPPLIES		25.00
JOB # A	H61D-ECC	ENVIROMENTAL CONTROL CHARGE		2.50
				TOTAL - MISC
				27.50

COMMENTS
 TECH 3 REQUESTED

TOTALS	
THANK YOU FOR YOUR BUSINESS.	TOTAL LABOR....
WE VALUE YOU AS A CUSTOMER.	TOTAL PARTS....
PLEASE LET US KNOW IF WE CAN DO ANYTHING TO SERVE YOU BETTER	TOTAL SUBLET...
	TOTAL G.O.G....
	TOTAL MISC CHG.
	TOTAL MISC DISC
	TOTAL TAX.....
	TOTAL INVOICE \$ 3480.28

CUSTOMER SIGNATURE

DUPLICATE INVOICE

HONDA
 3000 Northlake Pkwy.
 Bldg. #400
 COLUMBUS, GA 31909
 (706) 563-3510



65233

ROY JOHNSON 38516 6311 09/27/11 HOCS327369

149,392 /

98/HONDA/ACCORD/2 DOOR COUPE

1 H G C G 3 2 5 2 W A

COLUMBUS, GA

09/26/11

MO: 149416

LABOR & PARTS
 J# 1 19HOZ0

AUTO TRANSMISSION
 CUST SAYS THAT THEY HEAR A CLICK TYPE NOISE
 WHEN TAKING OFF
 TECH VERIFIED CUST CONCERN
 TECH HEARD KNOCK TYPE NOISE WHEN ACCELERATING
 HEAD WHEN NOT ACCELERATING NO NOISE HEARD
 TECH R-R TRANS
 TEST DROVE VEH
 NO MORE NOISE HEARD AT THIS TIME
 COMPLETED

TECH(S):3

WARRANTY

Next Appointment
 Date: _____

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	200CP-PAX-A01RM	TRANSMISS 200CP		WARRANTY
JOB # 1	-1	200CP-PAX-A01RM	CORE RETURN		WARRANTY
JOB # 1	4	08200-9008	FLUID AT 08201		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES					
JOB # 1		FREIGHT (PARTS)			WARRANTY
				TOTAL - GOG	0.00

COMMENTS
 TECH 3

TOTALS

THANK YOU FOR YOUR BUSINESS.
 WE VALUE YOU AS A CUSTOMER.
 PLEASE LET US KNOW IF WE CAN DO ANYTHING TO SERVE YOU BETTER

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

EXTERNAL RO NO. 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [1 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 218102HO OP. DESC.
SALE TYPE (C/W/I) C TECH.NO(S). 140

COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE

CAUSE N

CORRECTION TRANSMISSION ANDTORQUE CONVERTER - EXCHANGE. S/B# 01-014
MORE-> S/B# 01-019 S/B# 98-061 --> Labor \$199.62 Parts \$630.90 Misc

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO. 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [2 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 218102HO OP. DESC.

SALE TYPE (C/W/I) W TECH.NO(S). 140

COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE

CAUSE N

CORRECTION TRANSMISSION ANDTORQUE CONVERTER - EXCHANGE. S/B# 01-014
MORE-> S/B# 01-019 S/B# 98-061 --> Labor \$299.43 Parts \$942.84 Misc

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	72117C	218102HO		

CAMPAIGN NO.	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [3 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 218102KHO OP. DESC.
SALE TYPE (C/W/I) C TECH.NO(S). 140
COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE

CAUSE N

CORRECTION CLEAN RADIATOR TRANSMISSION COOLER LINES --> Labor \$9.12
Parts \$0.00 Misc \$ Hours 0.12

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO. 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [4 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 218102KHO OP. DESC.
SALE TYPE (C/W/I) W TECH.NO(S). 140
COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE
CAUSE N

CORRECTION CLEAN RADIATOR TRANSMISSION COOLER LINES --> Labor \$13.68
Parts \$0.00 Misc \$ Hours 0.18

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	72117C	218102KHO		

CAMPAIGN NO.	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO. 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [5 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 219580HO OP. DESC.
SALE TYPE (C/W/I) C TECH.NO(S). 140
COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE
CAUSE N

CORRECTION TRANSMISSION - PRESSURE TEST. --> Labor \$33.18 Parts \$0.00
Misc \$ Hours 0.40

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO. 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [6 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 219580HO OP. DESC.
SALE TYPE (C/W/I) W TECH.NO(S). 140
COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE

CAUSE N

CORRECTION TRANSMISSION - PRESSURE TEST. --> Labor \$45.60 Parts \$0.00
Misc \$ Hours 0.60

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	72117C	219580HO		

CAMPAIGN NO.	CAMPAIGN DESC.
	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO. 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [7 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 218092HO OP. DESC.
SALE TYPE (C/W/I) C TECH.NO(S). 140
COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE
CAUSE N

CORRECTION TEST DRIVE --> Labor \$9.95 Parts \$0.00 Misc \$ Hours 0.12

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

EXTERNAL RO NO 72117 FROM ADP
CUSTOMER NAME [REDACTED]

SERIAL NO. 1HGCG3252WA [REDACTED]

R.O. NO. 72117C RO.DATE 11/30/2007
[1 OF 13] [8 OF 12] MILEAGE /100822

DEPT (S,B,P,Q) S SERVICE
ADVISOR NO. 654

OPERATION NO. 218092HO OP. DESC.
SALE TYPE (C/W/I) W TECH.NO(S). 140
COMPLAINT CHECK TRANS OPERATION..MAKING ABNORMAL SOUND WHILE AT IDLE
CAUSE N

CORRECTION TEST DRIVE --> Labor \$13.68 Parts \$0.00 Misc \$ Hours 0.18

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
72117C 218092HO

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)



[REDACTED]
COLUMBUS, GA

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVENUE SE.
WASHINGTON, D.C. 20077-9382