

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 01-JUN-2012 JUL 1 2012		Repository ☐ Reference No. 10460256	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
PHOENIX		AZ					
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	
5FNYP3H94BB				HONDA		PILOT	
Model Year		2011		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		No. Cylinders		GAS	
OCT 2010		RIGHT HONDA 800-662-5259		4			
Original Owner		Dealer's City		State		Zip Code	
☒		SCOTTSDALE, AZ		85260			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
		☒ Cruise Control		2 W RN		YES	
				Incident Date(s)		10/17/10	
				01-OCT-2011		NUMEROUS	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM						Failure Mileage	
ENVIRONMENT CONTROL (AC)						800	
						Failure Speed	
						50	
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: DOTM49ABC036)		☐ Original Equipment ☐ Prior Repair			Failure Location:		
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION							
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☒ Yes ☐ No		0		0	
				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 2011 HONDA PILOT. THE CONTACT STATED THAT WHILE ATTEMPTING TO ACCELERATE OVER 50 MPH, THE VEHICLE RELEASED A BURNING ODOR THROUGH THE VENTS. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE AND THE DEALER STATED THAT THE BURNING ODOR WAS DUE TO ENGAGING THE ON AND OFF SWITCH FOR THE AIR CONDITIONING COMPRESSOR. THE CONTACT ALSO STATED THAT THE VEHICLE REAR AIR CONDITIONING UNIT WOULD ACTIVATE INDEPENDENTLY. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 800 AND THE CURRENT MILEAGE WAS 20,000.							
"CHOKING HAZARD" TO DRIVER & ALL PASSENGERS INCLUDING CHILDREN - HONDA DEALER'S UNABLE RESOLVE THE ISSUE.							
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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SAN TAN HONDA TRYING TO RESOLVE THE ISSUE.

RIGHT HONDA IGNORED THE ISSUE - NEGLIGENCE FROM DAY-1.

SERVICE MANAGER AT SAN TAN HONDA DESCRIBED THE ISSUE AS "CRACKER BURNING" SMELL. WHICH IS A "HEALTH HAZARD."

UNRESOLVED SERVICE DOCUMENTS ATTACHED.

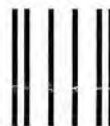
ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Tim Hatcher
Assistant Service Manager
(480) 778-2526



480-694-2204

www.righthonda.com

"You Won't Go Wrong"

7875 E. Frank Lloyd Wright Blvd.
Scottsdale, Arizona 85260
Tel (480) 778-2440
(800) 662-5259



Frank Lloyd Wright Blvd.
Scottsdale, Arizona 85260

New Address ☐

Next Service Due

Tag Number
3814
Promise Time

CHECKED & OKAY

NEEDS ATTENTION

REQUIRES IMMEDIATE ATTENTION

EXPRESS SERVICE MAINTENANCE

- ☐ Change engine oil and filter. Reset oil life system.
- ☐ Lubricate hinges, doors & hood components.
- ☐ Inspect tires and check inflation pressures and wear.
- ☐ Visually inspect exhaust system for leaks, damage & loose parts. Remove any foreign materials trapped by shielding.
- ☐ Visually inspect engine air cleaner filter change indicator. If necessary, replace filter.
- ☐ Visually inspect brake system.
- ☐ Check engine coolant & windshield washer fluid levels. Add fluid as needed.
- ☐ Visually inspect transmission, drive shaft, u-joints and transmission shift linkage (if equipped), and lubricate as needed.
- ☐ Check interior lights, exterior lamps, brake lamps, turn signals & hazard warning lights.
- ☐ Visually inspect CV drive axle boots (if equipped).
- ☐ Perform any needed additional services.
- ☐ Visually inspect suspension and steering components.
- ☐ Lubricate suspension, steering, steering linkages & body components.
- ☐ Visually inspect radiator, heater and air-conditioning hoses (HVAC) for operational performance.
- ☐ Visually inspect wiper blades and wiper operation.
- ☐ Visually inspect restraint system components.
- ☐ Check transmission fluid level and add fluid as needed.
- ☐ Reset Maintenance Indicator

COMMENTS

* Don't believe in LT-RF-RK
* Check for noise from the rear axle / type noise
* Vibration also
smell from inside the vehicle

Customer
Signature: _____

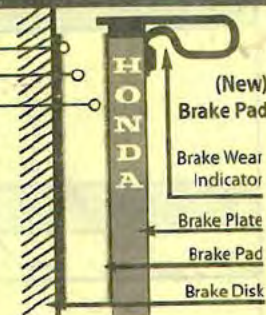
BATTERY PERFORMANCE

- ☒ Good CCA Rating 950
- ☐ Marginal CCA Result 637
- ☐ Replace
- ☐ Test # _____



BRAKES

- Brake Pad Wear (Measure to Indicator) Good
- Replace Marginal
- ☐ Left Front 8 mm
 - ☐ Right Front 8 mm
 - ☐ Left Rear 8 mm
 - ☐ Right Rear 8 mm



Comments: _____

TIRES

- Good
- Marginal
- Replace
- ☐ Left Front 9 /32
 - ☐ Right Front 7 /32
 - ☐ Left Rear 10 /32
 - ☐ Right Rear 10 /32

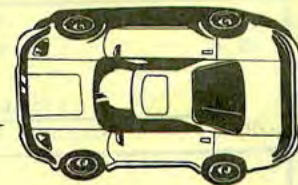
Tire Inflation Set: (LF) 32 psi (RF) 32 psi
(LR) 32 psi (RR) 32 psi

Road Test miles out _____
miles in _____



Services requested are completed and the Maintenance Indicator has been reset.

Tech. Signature _____



Oil Change

Minor Service

Intermediate

Wiper Inserts
(2 fronts)

Transmission
Fluid Change

Battery

Air Filter

Hepa Filter

Rotate Tires



Right Honda

7875 E. Frank Lloyd Wright Blvd.
Scottsdale, AZ 85260
(480) 778-2440

Service Dept. Hours
Mon. - Fri. 7:00 A.M. - 7:00 P.M.
Saturday 7:00 A.M. - 4:00 P.M.
Factory Trained Technicians

ALL CLAIMS MUST BE ACCOMPANIED
BY THIS INVOICE.
ALL PARTS LISTED ARE NEW UNLESS
OTHERWISE INDICATED.

Limited Warranty on Honda Service Replacement Parts and Accessories

American Honda Motor Company warrants that (1) for a period of 365 days after sale by an authorized Honda Dealer (hereinafter known as dealer) of new replacement parts or accessories "over the counter", or (2) within 365 days or 12,000 miles, whichever first occurs, after installation thereof by a dealer or a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for such the part or accessory was not designed or approved by American Honda Motor Company, loss of time, inconvenience, loss of use of the vehicle or other consequential damages, or labor for removal from the vehicle and installation of a part or accessory sold "over-the-counter". Repairs or replacements qualifying under this warranty will be performed by any authorized dealer within a reasonable time following delivery of the malfunctioning part or accessory to the dealer's place of business. American Honda Motor Company will pay the authorized dealer for the repair or replacement under the warranty. Defective or malfunctioning parts or accessories must be delivered to an authorized dealer's place of business during regular business hours for warranty repair or replacement. The dealer must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

This is the only express warranty applicable to American Honda Motor Company service replacement parts and accessories, and American Honda Motor Company neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with such parts and accessories.

A standard charge for supplies and materials is made on each repair order which includes the removal of hazardous waste materials. This is shown on lower right corner of repair order in the space provided. It is impracticable to itemize the many miscellaneous supplies and materials used on each repair.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

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Adv: 578 TIMOTHY C HATCHER		Tag: 3814	License: [REDACTED]	5FNYF3H94 BB [REDACTED]	Page: 1	Invoice: W18920
Invoice to			Driver/Owner Information			
[REDACTED] PHOENIX, AZ [REDACTED] Work: [REDACTED] Home: [REDACTED]			[REDACTED] PHOENIX, AZ [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 6840 Out: 6841		Dist: HON WAR C W Prelim		11 HONDA PILOT TOUR 2W RN 5DR SUV BLACK		
Location: 6		Stock#: 00411057				
Begin: 05/05/11		Done: 05/05/11		Inservice: 10/17/10		Sold: 10/17/10
Customer Concern						
Concern 52	CHECK FOR ECHO FROM THE RIGHT REAR/ CAN HEAR A CAR WIN ITS BEHIND THEM IN THE OPPOSITE LANE			Operation Tech Units Amount		
Cause	CHECK ALL DOOR SEALS			SEALS 152 0.0 0.00		
Correction	CHECKED ALL SEALS- COMPARED TO OTHER PILOT/ SOUNDS AND LOOKS THE SAME					
	Tech 152 RIVERA, MIGUEL					
Type: WEX	FAIL CODE : 0000			Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice W18920				Payment Distribution for Invoice W18920		
TOTAL CHARGE 0.00				FACTORY WARRANTY 0.00		
				TOTAL CHARGE 0.00		
Attention: The following Invoices also exist CUS - CUSTOMERPAY						
If you have any questions - please see TIMOTHY C HATCHER						
Last Page						

THANK YOU FOR YOUR PATRONAGE!

I acknowledge notice and oral approval of an increase in the original estimated price.

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X

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION



Don Wright
Right Honda

7875 E. Frank Lloyd Wright Blvd.
Scottsdale, AZ 85260
(480) 778-2440

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Mon. - Fri. 7:00 A.M. - 7:00 P.M.
Saturday 7:00 A.M. - 4:00 P.M.
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Adv: 578 TIMOTHY C HATCHER		Tag: 3814	License: [REDACTED]	5FNYF3H94 BE [REDACTED]	Page: 1	Invoice: C18920	
Invoice to				Driver/Owner Information			
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Location: 6		Stock#: 00411057					
Begin: 05/05/11		Done: 05/05/11	Invoiced: 05/05/11 14:37 TH		Inservice: 10/17/10		
Sold: 10/17/10							
Customer Concern							
Concern 01	EXPRESS OIL AND FILTER CHANGE SPECIAL				Operation	Tech	Amount
Correction	INCLUDES 21 POINT INSPECTION				NCFREE	152	4.20
Comment	COMPLETED THANK YOU						
Parts	Part Number	PO#	Note	Description	Qty	Sell	
	HON 15400-PLM-A02			FILTER, OIL	1 S	5.98	5.98
	HON 94109-14000			WASHER, DRAIN (14MM)	1 S	0.27	0.27
	HON OIL		GOG	5W20 MOTOR OIL	5 S	2.11	10.55
	Tech 152 RIVERA, MIGUEL						
Type: EX	Line Flags: NOS				Subtotal		
					PARTS 16.80		
					LAB-MECHANICAL 4.20		
					25% CHARGE TO 15A 21.00-		
					TOTAL CHARGE FOR CONCERN 0.00		
Concern 51	CHECK FOR SMELL INTO THE CABIN ON ACCEL TO 3000RPMs				Operation	Tech	Amount
Correction	CHECKED BLOWER/ CHECKED HEPA				SMELLED	152	0.00
	Tech 152 RIVERA, MIGUEL						
Type: EX					Subtotal		
					TOTAL CHARGE FOR CONCERN 0.00		

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X

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION



HONDA

Right Honda

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Adv: 578 TIMOTHY C HATCHER		Tag: 3814	License: [REDACTED]	5FNYF3H94 BE [REDACTED]	Page: 2	Invoice: C18920
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]			
Invoiced: 05/05/11 14:37:43 TH			11 HONDA PILOT TOUR 2W RN 5DR SUV BLACK			
Summary of Charges for Invoice C18920			Payment Distribution for Invoice C18920			
PARTS		16.80	CASH DUE		0.00	
LAB-MECHANICAL		4.20	TOTAL CHARGE		0.00	
258 CHARGE TO	15A	22.50-				
SUB-TOTAL		1.50-				
TAX		1.50				
TOTAL CHARGE		0.00				

Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see TIMOTHY C HATCHER

Last Page

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DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION



SanTan Honda

SUPERSTORE

of Chandler

1150 S. Gilbert Rd. • Chandler, AZ 85286

Main: 480-285-2800

Service Direct: 480-285-2801

www.santanhonda.com

service@santanhonda.com



0401IHOC631859

INVO	147008	ADVISOR DUSTIN MCBRIDE	92523	TAG NO. 3468	INVOICE DATE 06/06/12	INVOICE NO. HOC631859
		LABOR RATE	LICENSE NO.	MILEAGE 23,034	COLOR	STOCK NO.
		YEAR / MAKE / MODEL 11/HONDA/PILOT/2WD 4DR TOUR W/NAV				
		VEHICLE I.D. NO. 5 F N Y F 3 H 9 4 B B				
		F.T.E. NO.	P.O. NO.	R.O. DATE 06/04/12		
PHONE	BUSINESS PHONE	COMMENTS				

JOB # 3 TOTAL LABOR & PARTS 83.95

10ZZMISC HEATER/AC MISC. TECH(S):36
C/S THERE IS A BURNING SMELL COMING FROM THE VENTS UNDER
HARD ACCELERATION
CALL HONDA TECH LINE, WAS INSTRUCTED TO HAVE CUST CHANGE
FUELS AND GAS STATIONS, RUN SEVERAL FUEL TANKS FULL
SMELL IS FROM HIGH SULFUR IN FUEL AND A VERY EFFICIENT
CATALYTIC CONVERTER. TECH INSPECTED SPARK PLUG TORQUE
EXHAUST BOLT TIGHTNESS AND EXHAUST JOINTS FOR LEAKS COULD
NOT FIND ANYTHING. INSPECTED FIRE WALL TO ENSURE THAT ALL
GROMMETS BOLTS AND GASKETS WERE SECURELY AND CORRECTLY

---QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

12 ENG MECH/COOL/ELEC TECH(S):36
C/S THERE IS A FUEL SMELL WHEN CAR IS LEFT OVERNIGHT
NO FUEL SMELL IN CAR AFTER SITTING OVER NITE

---QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

21 MAINT MINDER SUB 1 TECH(S):36
ROTATE TIRES AND CHECK TIRE INFLATION AND CONDITION.
MAINTENANCE MINDER STATES SUB DUE
COMPLETED TIRE ROTATION
INSPECT AND SET TIRE PRESURES
TO FACTORY SPEC

---QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

*CHASSIS ELEC DIAG TECH(S):36
TRY TO PROGRAM THE REAR AC OFF
TURNED OFF REAR A/C

---QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

PPLIES-----

TOTAL - GOG 0.00

ODE-----DESCRIPTION-----CONTROL NO-----

10 SHOP SUPPLIES

TOTAL - MISC 6.17

TOTAL - MISC 6.17



DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of 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.

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CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 05:27pm

The Reynolds and Reynolds Company EPAINTIVE

FRANTINE



SanTan Honda

SUPERSTORE

of Chandler

1150 S. Gilbert Rd. • Chandler, AZ 85286

Main: 480-285-2800

Service Direct: 480-285-2801

www.santanhonda.com

service@santanhonda.com



04011HOC631859

STOMER NO.	147008	ADVISOR	DUSTIN MCBRIDE	92523	TAG NO.	3468	INVOICE DATE	06/06/12	INVOICE NO.	HOC631859
		LABOR RATE		LICENSE NO.		MILEAGE	23,034	COLOR	/	STOCK NO.
		YEAR / MAKE / MODEL	11/HONDA/PILOT/2WD 4DR TOUR W/NAV				DELIVERY DATE	DELIVERY MILES		
		VEHICLE I.D. NO.	5 F N Y F 3 H 9 4 B B				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	06/04/12			
PHONE		BUSINESS PHONE	COMMENTS							

MO: 23034

30R & PARTS
1 09HOZZ *27 PT INSPECTION TECH(S):36 0.00
COURTESY 27 POINT INSPECTION
RETAIL VALUE OF \$19.95
COURTESY 27 POINT INSPECTION
PERFORMED WITH EVERY SERVICE
PERFORMED COURTESY INSPECTION
SEE ATTACHED REPORT CARD FOR ANY
CONCERNS OR NEEDED REPAIRS

TS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

2 76HOZFREEWASH COURTESY CAR WASH TECH(S):36 0.00
COURTESY EXTERIOR WASH
COURTESY EXTERIOR CAR WASH WITH EVERY VEHICLE
COURTESY EXTERIOR CAR WASH
WITH EVERY SERVICE
COMPLETED

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

3 24HOZ15K MAINT MINDER "B" TECH(S):36 58.79
CUSTOMER REQUESTS "B" MAINTENANCE SERVICE PER HONDA OWNERS
MANUAL SEVERE CONDITIONS SCHEDULE.
MAINTENANCE MINDER "B" DISPLAY IS AT 15% OR LESS. CUSTOMER
REQUEST.
REPLACED ENGINE OIL, OIL FILTER AND DRAIN PLUG WASHER,
REPLACED ALL WIPER BLADE INSERTS, CLEANED AND ADJUSTED
BRAKES AND INSPECTED PARKING BRAKE CABLE TORQUE TO FACTORY
SPECS. INSPECTED ABS SYSTEM INCLUDING CONTROL UNIT AND ABS
MODULATOR, INSPECTED TIE-ROD ENDS, STEERING GEAR BOX, BOOTS,
RACK GREASE AND STEERING LINKAGE, CHECK ALL SUSPENSION
COMPONENTS, CHECK BOLTS FOR TIGHTNESS, CHECK BALL JOINTS,
DRIVESHAFT BOOTS, TOPPED OFF ALL FLUID INCLUDING ATF/MTF,
CLUTCH FLUID, POWER STEERING FLUID, BRAKE FLUID, WINDSHIELD
WASHER FLUID AND ENGINE COOLANT, INSPECTED EXHAUST SYSTEM
INCLUDING CATALYTIC CONVERTER HEAT SHIELDS, PIPES, MUFFLER
AND INSPECTED FUEL LINES AND CONNECTIONS FOR CRACKS AND/OR
DETERIORATION. "B" SERVICE COMPLETED PER HONDA OWNERS MANUAL
SEVERE CONDITIONS SCHEDULE.

S-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
3 1 15400-PLM-A01 FILTER, O 0000000 7.04 7.04
3 1 94109-14000 WASHER, D 0000000 0.33 0.33
3 1 76622-SZA-A01 RUB, BLAD 0000000 5.93 5.93
3 1 76632-SZA-A01 RUB, BLAD 0000000 5.93 5.93
3 1 76722-SZA-A01 RUB, BLAD 0000000 5.93 5.93
JOB # 3 TOTAL PARTS 25.16



DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of 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.



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CUSTOMER NO. 147008	ADVISOR DUSTIN MCBRIDE	92523	TAG NO. 3468	INVOICE DATE 06/06/12	INVOICE NO. HOC631859
[REDACTED] PHOENIX, AZ	LABOR RATE	LICENSE NO.	MILEAGE 23,034	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 11/HONDA/PILOT/2WD 4DR TOUR W/NAV				DELIVERY DATE
	VEHICLE I.D. NO. 5 F N Y F 3 H 9 4 B B				DELIVERY MILES
	F.T.E. NO.				SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 06/04/12	PRODUCTION DATE
					MO: 23034

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

THANK YOU FOR CHOOSING SANTAN HONDA SUPERSTORE.
OUR SERVICE AND PARTS DEPARTMENTS ARE OPEN FROM
7:00am-6:00PM MONDAY THRU FRIDAY AND 7:00AM-5:00PM SATURDAYS
OUR EXPRESS SERVICE DEPARTMENT HAS EXPANDED HOURS.
EXPRESS SERVICE IS OPEN 7:00AM-6:00PM MONDAY THRU FRIDAY
7:00AM-5:00PM SATURDAYS AND CLOSED ON SUNDAYS
WE ARE COMMITTED TO PROVIDING EXCELLENT SERVICE
IF YOUR VISIT WAS LESS THAN EXCELLENT PLEASE CALL
US AT 480-285-2850... THANK YOU FOR YOUR PATRONAGE.
PLEASE VISIT OUR WEB SITE @ www.santanhonda.com FOR SERVICE,
EXPRESS SERVICE, PARTS, AND SALES SPECIALS.

TOTAL LABOR....	58.79
TOTAL PARTS....	25.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.17
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.76

TOTAL INVOICE \$ 92.88

Thank you for
this opportunity to
serve you.
If our service was
satisfactory tell your
friends: if not please
tell us immediately.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold
hereby are those of 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.

CUSTOMER SIGNATURE

Phoenix, AZ

BUSINESS REPLY MAIL *URGENT*

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
OFFICE OF DEFECTS INVESTIGATION, NYS-210
1200 NEW JERSEY AVE SE.
WASHINGTON, D.C. 20590-9382

