

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received SEP 25 2012 24-AUG-2012	
Name [REDACTED] Address [REDACTED] City MEBANE State NC Zip Code [REDACTED]		Repository ☐ Reference No. 10472135 Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]	
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 1HGCP2F38CA		Make HONDA	Model ACCORD
Model Year 2012		Date Purchased 9-14-2011	
Dealer's Name and Telephone Number Crown Honda 919-425-4710		Engine: No: Cylinders 4	
Original Owner ☒	Dealer's City Durham NC	State NC	Zip Code 27713
Transmission Type 5sp-AUTO	☐ Antilock Brakes ☒ DISC ☒ Cruise Control	Powertrain Constant Shimmy	Incident Date(s) 12-JUL-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 10394	Failure Speed 65
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)	☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 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 2012 HONDA ACCORD. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE STEERING WHEEL VIBRATED. THE VEHICLE WAS TAKEN TO THE DEALER WHO BALANCED THE TIRES AND RESURFACED THE BRAKE ROTORS. THE FAILURE RECURRED ALSO WHEN ATTEMPTING TO BRAKE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND STATED THAT THE VIBRATIONS WERE A NORMAL CHARACTERISTIC OF THE 2012 MODEL ACCORD. THE CURRENT MILEAGE WAS 11,895. THE FAILURE MILEAGE WAS 10,394.			
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.			

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

July/Aug/Sept 2012

Have taken vehicle in for repair 3 times, was told by Crown Honda Service - vehicle CANNOT be repaired. MFG. was made aware of problem and will do nothing to repair. Keeps stating "characteristic" of 2012 to "shimmy and shake" on highway. And that it is my "opinion" I do not feel safe. How is this even fair?

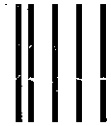
*Not to mention even match lease agreement — vehicle vin# doesn't

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**



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

NHTSA

To Whom it may concern,

August 25, 2012

Since July of this year my vehicle has been in the Crown Honda Shop three times. They have done all they can to repair it.

I have been told my Service Manager and Shop repair, the car cannot be repaired. It is still vibrating (steering) at highway speeds 60-65 mph. As of now, the vehicle vibrates when parked and running. Steering wheel shakes and I noticed it is pulling to the right. The A/C has been worked on three times as well, and is back to not working properly. Does not put out enough cold air. I am constantly running in on high and still not cool. Crown Honda Sales Manager has been notified as well.

I have reported this again to Crown Honda, and was told to report all my findings to the Honda MFG. 1-800-999-1009 ext. 117724 Julie.

I did speak with her numerous times, and she was able to get copies of the work that was done to my vehicle. I have been told there is nothing they can do. It seems (and I quote) per Julie it is a "characteristic" of the 2012 Accords. I have no idea what that even means? Still no help.

I signed the lease September 2011, no shaking/vibrating then. Had I known then, when signing the lease that this vehicle has this problem I never would have signed. No where in my book does it say at 11,000 miles, your vehicle will shake/shimmy when driving on highway. Why would anyone want a vehicle that does that? I do not drive on highway long distance, and If I do I drive 55 or below. I feel unsafe, and do not want to cause an accident or even die myself. It usually stays parked in driveway.

As I prepare all this information for you. I happened to notice that the contract I signed (vin # number) does not even match the vin # number on vehicle. I am pretty sure that is not right. I have highlighted the information for you on the copies I am submitting. I am calling the NHTSA, and have filed with the Better Business Bureau. I am wondering if getting an Attorney would be the next choice, as I am unable to get out of the lease

agreement. Which I believe it totally unfair.

I would like Honda to buy back my vehicle, and refund the amounts that were paid to the Honda Finance Company. I am paying \$265.00 per month for a vehicle I do not feel safe driving, has been confirmed cannot be repaired and seems to be getting worse. Not to mention the vin# numbers don't even match. I could really use some help!

Please let me know if you need any further information, I would be happy to get anything you need. I will say one thing, the Service Department (Josh Herald) has been very supportive, and will send you any information as well.

Thank-you,

[REDACTED]
Mebane NC [REDACTED]
[REDACTED]

Fax to Cam- 919-286-2820

8/29/2012

CUSTOMER #: 449C1040

133363



CROWN

HONDA OF SOUTHPOINT

1001 Southpoint Auto Park Blvd.
Durham, NC 27713
(919) 425-4710
www.southpointhonda.com

INVOICE

MEBANE, NC

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997894 Kenneth Butron

SERVICE DEPARTMENT HOURS
7:00 am to 11:00 pm Monday to Thursday - 7:00 am to 7:00 pm Friday
8:00 am to 5:00 pm Saturday - 11:00 am to 5:00 pm Sunday

BUS:		COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
SX/Silver		12		HONDA ACCORD		1HGCP2F38CA						7587/7587		T5123	
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
14SEP11 DD						16:00 11APR12						VISA-MC		11APR12	
R.O. OPENED				READY				OPTIONS:		STK:CA					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORMED OIL AND FILTER CHANGE WITH 0W20 OIL ----TOP OFF FLUIDS AND

CHECK TIRE PRESSURE-----\$34.95 SPECIAL-----

03HYD PERFORMED OIL AND FILTER CHANGE WITH 0W20

OIL ----TOP OFF FLUIDS AND CHECK TIRE

PRESSURE-----\$34.95 SPECIAL-----

997905 Schendel,Dale LIC#: 997905

ISA 0.30

1 00055C PZLOW20SYN

1 15400-PLM-A02 FILTER, OIL

1 94109-14000 WASHER, DRAIN (14MM)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

completed oil and filter service

B NCSI

17 NCSI

997905 Schendel,Dale LIC#: 997905

CPSI 0.50

30.00

30.00

PARTS: 0.00 LABOR: 30.00 OTHER: 0.00 TOTAL LINE B: 30.00

completed NCSI

C PERFORMED ROTATION OF TIRES ONLY ----MAINTENANCE ITEM 1-----

24G PERFORMED ROTATION OF TIRES ONLY.

-----MAINTENANCE ITEM 1-----

997905 Schendel,Dale LIC#: 997905

CPM 0.20

19.95

19.95

PARTS: 0.00 LABOR: 19.95 OTHER: 0.00 TOTAL LINE C: 19.95

completed tire rotation

D MULTI-POINT INSPECTION SHEET

27S MULTI-POINT INSPECTION SHEET

997905 Schendel,Dale LIC#: 997905

CPC 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENTS	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: 44001040

145935

CROWN HONDA OF SOUTHPOINT

1001 Southpoint Auto Park Blvd.
Durham, NC 27713
(919) 425-4710
www.southpointhonda.com

ACCOUNTING

MEBANE, NC

PAGE 1

HOME:

CONT:

* PRE-INVOICE **

SERVICE DEPARTMENT HOURS
7:00 am to 11:00 pm Monday to Thursday - 7:00 am to 7:00 pm Friday
8:00 am to 5:00 pm Saturday - 11:00 am to 5:00 pm Sunday

BUS:

CELL:

SERVICE ADVISOR: 997414 Joshua Herald

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE*	MILEAGE IN / OUT		TAG
SX/Silver	12	HONDA ACCORD		1HGCP2F38CA		10394/10394		T8518
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
14SEP11 DD			23:00 12JUL12			VISA-MC	12JUL12	

R.O. OPENED	READY	OPTIONS:	STK: CA
08:06 12JUL12	15:33 12JUL12		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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A CUSTOMER STATES AC TAKES 30 MINS TO GET COLD

CS CUSTOMER STATES AC TAKES 30 MINS TO GET COLD

997584 Clark, Joseph LIC#: 997584

ISP 0.00 0.00

0.00

0.00

COST/SALE/COMP:

0

0

PARTS:

0.00 LABOR:

0.00 OTHER:

0.00

TOTAL LINE A:

0.00

B CUSTOMER STATES VIBRATION IN STEERING WHEEL SINCE SVC

CAUSE: front tires imbalanced

CS CUSTOMER STATES VIBRATION IN STEERING WHEEL

SINCE SVC

997584 Clark, Joseph LIC#: 997584

W 0.60 0.00

0.00

0.00

COST/SALE/COMP:

0

0

PARTS:

0.00 LABOR:

0.00 OTHER:

0.00

TOTAL LINE B:

0.00

VERSION 1 (EMP# 997584, 12JUL12 08:55): 10394 front tires imbalanced

0.60 421210 balanced front wheels / 0.6 lbr.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-12-12	08:19	08:55	0.60	W	997584	B	
	08:55	08:55	0.00	W	997584	A	

ACCOUNT	SALE	COST	CONTROL
1463010	0	0	
1462310	0	0	
1775003	0	*****	
1121000	0	*****	

COST/SALE/COMP TOT:

0

0

0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENTS	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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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CUSTOMER #: 44001040

148621

CROWN HONDA OF SOUTHPOINT

1001 Southpoint Auto Park Blvd.
Durham, NC 27713
(919) 425-4710
www.southpointhonda.com

ACCOUNTING

MEBANE, NC

PAGE 1

HOME:

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 997414 Joshua Herald

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8:00 am to 5:00 pm Saturday - 11:00 am to 5:00 pm Sunday

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SX/Silver	12	HONDA Accord	1HGCP2F38CA		11078/11078	T1150
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14SEP11 DD			23:00 09AUG12			VISA-MC
R.O. OPENED	READY	OPTIONS:	STK:CA			INV. DATE
						15AUG12

08:25 31JUL12 07:35 15AUG12

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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A CUSTOMER STATES AC NOT COOLING PROPERLY

CAUSE: E1

CS CUSTOMER STATES AC NOT COOLING PROPERLY

997580 Johnson, Danny C. LIC#: 997580

W 0.06 0.00

0.00

0.00

COST/SALE/COMP:

0

0

0

0 TPARTS

0

0 TLABOR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VERSION 1 (EMP# 997580, 14AUG12 15:59): 11078 CHECKED A/C PRESSURES
AND FREON LEVEL. FOUND NO PROBLEMS. TEST DROVE VEHICLE. TEST DROVE
VEHICLE FOR THREE DAYS AND APPRX. 240 MILES MONITORING HIGH SIDE
PRESSURE AND ON/OFF COMMAND WITH MVCI. FOUND NO ISSUES WITH A/C
PERFORMANCE DURING TEST DRIVE.

B CUSTOMER STATES SHIMMY AT 60 MPH

CAUSE: .E

CS CUSTOMER STATES SHIMMY AT 60 MPH

997580 Johnson, Danny C. LIC#: 997580

W 0.02 0.00

0.00

0.00

COST/SALE/COMP:

0

0

0

0 TPARTS

0

0 TLABOR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VERSION 1 (EMP# 997580, 14AUG12 15:55): 11078 RECHECKED TIRE BALANCE
AND CHECKED ROAD FORCE. ALL FOUR TIRES ARE WITHIN SPEC. VIBRATION FELT
AT HIGHWAY SPEEDS IS NORMAL AS COMPARED WITH OTHER VEHICLES OF THE SAME
MAKE AND MODEL.

C** WHEN APPLING BRAKES SEAT VIBRATES - PLEASE CHECK AND ADVISE

CAUSE: 00401

CONCERN CODE:

CS WHEN APPLING BRAKES SEAT VIBRATES - PLEASE

CHECK AND ADVISE

997580 Johnson, Danny C. LIC#: 997580

W 1.73 0.00

0.00

0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSESIDE OF
THIS REPAIR INVOICE.

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authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.

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have added a charge equal to
15% of the total cost of labor
and parts, not to exceed
\$50.00, to the Repair Order for
shop supplies used in connection
with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENTS	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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I had a ^{Dealer} loaner car for the week. 2012 Honda Accord. No Shimmi - AC worked great!

CUSTOMER #: 44001040

148621

CROWN HONDA OF SOUTHPOINT

1001 Southpoint Auto Park Blvd.
Durham, NC 27713
(919) 425-4710
www.southpointhonda.com

ACCOUNTING

MEBANE, NC

HOME:

CONT:

** PRE-INVOICE **

SERVICE DEPARTMENT HOURS
7:00 am to 11:00 pm Monday to Thursday - 7:00 am to 7:00 pm Friday
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BUS:

CELL:

SERVICE ADVISOR:

997414 Joshua Herald

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SX/Silver	12	HONDA Accord	1HGCP2F38CA		11078/11078	T1150	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14SEP11 DE			23:00 09AUG12			VISA-MC	15AUG12

R.O. OPENED	READY	OPTIONS:	STK: CA
08:25 31JUL12	07:35 15AUG12		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
COST/SALE/COMP: 0 0								
1 43022-TA0-A80 PAD SET, RR- 65.00 54.60 54.60								
COST/SALE/COMP: 3900 5460 0 5460 TPARTS								

PARTS: 54.60 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 54.60

VERSION 1 (EMP# 997580, 14AUG12 15:53): 11078 00401 411842 0.90

FOUND BOTH REAR BRAKE ROTORS WARPED. RESURFACED BOTH REAR BRAKE ROTORS AND REPLACED REAR PADS. TEST DROVE. BRAKE VIBRATION WENT AWAY.

D** PERFORMED PAINT SEALANT RESEAL

23 PERFORMED PAINT SEALANT RESEAL

113967ISEAL 0.00 2.00

0.00 0.00

COST/SALE/COMP: 1400 0
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-09-12	12:06	13:49	1.72	W	997580	C	
	21:08	21:08	0.00	W	113967	D	
08-14-12	15:52	15:53	0.01	W	997580	C	
	15:54	15:55	0.02	W	997580	B	
	15:55	15:59	0.06	W	997580	A	

ACCOUNT	SALE	COST	CONTROL
1462310	0	0	
1472010	5460	3900	
1463010	0	1400	
1121000	5460	*****	
1669020	0	*****	

9/10/12
tire pressure
light keeps
coming on.
8/2 vibration
still there!
shakes/vibrates
while parked
A/C not
working again

COST/SALE/COMP TOT: 5300 5460 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENTS	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

Fixed 8/30/12

919-286-2820

Calvin Williamson
Jay's Automotive Inc.
3510 HWY 70 W.
Efland, NC. 27243
Phone - 919-732-9600
We Hear, We Listen

INVOICE

14165

INVOICE

Work Completed Date : 08/29/2012

Print Date : 08/30/2012

Mebane, NC
Spouse
Cust ID : 620

Ref # :

2012 Honda - ACCORD LX

2.4

Lic # :

Odometer In : 11978

Unit # :

Odometer Out : 11988

Vin # : 1HGCP2F38CA

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
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				CK VIBRATION STARTING AT 62 MPH	37.50
				TEST DRIVE, FELT VIBRATION IN STEERING	
				WHEEL, FEELS LIKE POWER STEERING	
				PUMP IS STILL ACTIVE TO STEERING RACK	
				AT HIGHWAY SPEEDS, VIBRATION IS OUT	
				OF SPECS FOR BRAND NEW VEHICLE AND	
				WOULD MAKE DRIVER UNCOMFORTABLE.	
				STILL UNDER WARRENTY NEEDS TO GO TO	
				DEALER FOR PROPER DIAGNOSES.FRT	
				ROTORS WARPEDSLIGHTLY.	

[Technicians : HAGGERTY, JAY]

Org. Estimate \$0.00 Revisions \$0.00 Current Estimate \$ 0.00 Additional Cost Revised Estimate

Labor:	37.50
Parts:	0.00
Sublet:	0.00
Sub:	37.50
Tax:	0.00
Total:	37.50
Bal Due:	\$0.00

[Payments - Cash - \$37.50]

VISIT OUR WEBSITE, JAYS AUTOMOTIVE.US

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 1 year or 12k miles whichever comes first (except used parts). Warranty work has to be performed in our shop and cannot exceed the originalRO

SIGNATURE..... Date..... Time.....

Written By: <none>