

[REDACTED]
[REDACTED] ANNANDALE, MA [REDACTED]
TEL [REDACTED] FAX Home Fax Phone

SEP 26 2012

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

September 18, 2012

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

Dear Administrator,

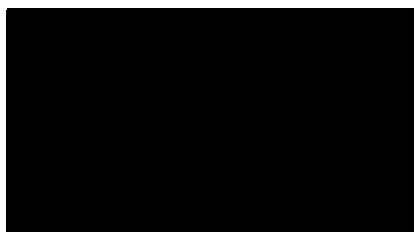
I recently brought my 2007 Honda Fit in for a free recall that was intended to address the passenger side and front air bags from malfunctioning. My bill for repairing the air bag system was \$415.18.

I have enclosed a copy of the invoice I received from Luther Honda of St. Cloud and the letter I sent to American Honda Motor Company.

American Honda contacted me by phone on 9/17 and 9/18 stating they would not pay for my air bag system repairs. I feel that Honda has not dealt with my air bag repairs responsibly.

Please review the enclosed documents and notify me if Honda should indeed pay for my malfunctioning air bag system..

My VIN number is JHMGD38637S [REDACTED]



NAM
092712
TW

[REDACTED]
ANNANDALE, MN [REDACTED]
TEL [REDACTED] [REDACTED]

September 4, 2012

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

Dear, Administrator,

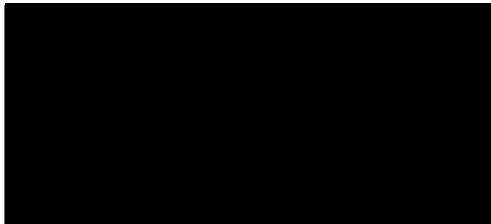
I brought my Honda Fit in for service and three safety recalls on 8/16/2012. The staff at Honda of Saint Cloud were friendly and tried to meet my needs. My concern is with the repairs to the air bag system.

The recall in question concerns my automobile air bags. The recall was intended to address the passenger side and front air bags from malfunctioning. Honda of St. Cloud performed a \$98.00 diagnostic and spent over 2 hours trying to locate the problem. Along with the recall to remedy corrosion damage and a faulty connection in the SRS occupant detection system; Honda found an open driver first airbag inflator. They hooked up the SRS simulator and replaced the cable reel.

My bill for the air bag repair was \$415.18. I actually considered not fixing the problem! The safety of my family helped with my decision. After discussions about whether to repair the air bag system, Dane Fransen, a very helpful advisor, reduced the labor cost by \$50.00. I'm still left with a bill of \$365.18 for the air bag repair.

Indeed, the air bag system is a safety concern and Honda Motor Co., Inc. should pay for those repairs. Having two simultaneous problems with an air bag system, is a major concern that should be dealt with responsibly. Please respond to this letter in a timely manner. You may reach me at either phone number at the top of this letter.

My VIN is JHMGD38637S [REDACTED] I have enclosed a copy of the invoice.





Honda
of St. Cloud

1805 HIGHWAY 23 NE
ST. CLOUD, MN 56304
www.lutherauto.com
PH: 320-252-4262
FX: 320-252-9217



Honda
House
Powersports

CUSTOMER NO. 28763	ADVISOR DANE FRANSEN	9004	TAG NO. 2464	INVOICE DATE 08/16/12	INVOICE NO. HOC36882
	LABOR RATE	LICENSE NO.	MILEAGE 65,000	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB SPORT AT			DELIVERY DATE	DELIVERY MILES
ANNADALE, MN	VEHICLE I.D. NO. J H M G D 3 8 6 3 7 S			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 08/14/12
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

MO: 65793

TOTALS

THANK YOU FOR CHOOSING LUTHER HONDA OF ST. CLOUD
IN THE NEAR FUTURE, YOU MAY RECEIVE A SURVEY FROM AMERICAN HONDA. WE WOULD APPRECIATE YOU TAKING A FEW MOMENTS TO COMPLETE AND RETURN THIS SURVEY. THIS INFORMATION IS VERY VALUABLE IN HELPING US TO IMPROVE THE SERVICE WE PROVIDE TO YOU. THANK YOU AGAIN FOR YOUR BUSINESS!!

TOTAL LABOR.... 461.86
TOTAL PARTS.... 390.35
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 16.99
TOTAL MISC CHG. 23.09
TOTAL MISC DISC -75.25
TOTAL TAX..... 28.00

TOTAL INVOICE \$ 845.04

VISIT OUR WEB SITE AT WWW.LUTHERAUTO.COM

CUSTOMER SIGNATURE

[Handwritten signature: DANE]

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.



Thank You!

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***EXCLUDES SALVAGED VEHICLES**

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JOB# 8 TOTALS-----

JOB# 8 JOURNAL PREFIX HOC3 JOB# 8 TOTAL 0.00

JOB# 9 CHARGES-----

LABOR-----

J# 9 50HOZZ10-082 FIT LOW BEAM LIGHTS TECH(S):9098 WARRANTY
VERIFY SAFETY RECALL 10-082 APPLIES TO THIS VEHICLE. A
TERMINAL IN THE COMBINATION LIGHT SWITCH 16P HARNESS
CONNECTOR CAN OVERHEAT AND MAY CAUSE THE LOW-BEAM HEADLIGHTS
TO FAIL WITHOUT WARNING.
HONDA MOTORS SAFETY RECALL.
INSTALLED A COMBINATION LIGHT SWITCH WIRE KIT. OP#: 7280A3.
FRT: 0.6 HRS, FAILED PART: 35255-S5A-A02, DEFECT CODE:
SLS00, SYMPTOM CODE: R5800.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	06322-SAA-305	KIT,LIGHT 91610		0.00
TOTAL - PARTS					0.00

JOB# 9 TOTALS-----

JOB# 9 JOURNAL PREFIX HOC3 JOB# 9 TOTAL 0.00

JOB# 10 CHARGES-----

LABOR-----

J#10+05HOZZBRKY BRAKE WEAR YELLOW TECH(S):9098 INTERNAL
BRAKE WEAR YELLOW.
BRAKE PADS MAY REQUIRE FUTURE ATTENTION.

JOB# 10 TOTALS-----

JOB# 10 JOURNAL PREFIX HOC3 JOB# 10 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A	SS	S ENVIRONMENTAL CHARGES		23.09
TOTAL - MISC				23.09

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$850.00 (+TAX)

COMMENTS-----

CC CREATED 2012-08-13 03:05:00PM TAKEN BY KARI LANGE

THANK YOU FOR THIS OPPORTUNITY
TO SERVE YOU. IT IS OUR AIM TO
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QUESTED ON THIS REPAIR ORDER TO
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Thank You!

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those made by the manufacturer. The seller
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including any implied warranty of merchantability
or fitness for a particular purpose, and neither
assumes nor authorizes any other person to
assume for it any liability in connection with the
sale of said products."



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ANNADALE, MN		LABOR RATE	LICENSE NO.	MILEAGE 65,000	COLOR WHITE/	STOCK NO.
		YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB SPORT AT			DELIVERY DATE	DELIVERY MILES
		VEHICLE ID. NO. J H M G D 3 8 6 3 7 S			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.		R.O. DATE 08/14/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				

MO: 65793

PERFORM BRAKE INSPECTION
COMPLIMENTARY
TIME AND MILEAGE REQUEST.
PERFORMED BRAKE INSPECTION PER CUSTOMER REQUEST.

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
S803 SVC CCM FREE BRAKE INSPECTION
TOTAL - MISC -25.25

JOB# 6 TOTALS-----
LABOR 25.25
MISC -25.25

JOB# 7 CHARGES-----
JOB# 6 JOURNAL PREFIX HOC3 JOB# 6 TOTAL 0.00

LABOR-----
J# 7 50HOZZ07-088 SRS WIRE HARNESS TECH(S):9098 WARRANTY
PERFORM SAFETY RECALL 07-088. SPLICES IN THE FLOOR WIRE HARNESS MAY NOT BE SUFFICIENTLY SEALED ALLOWING SNOW AND SALT TO ENTER THE SPLICES. THIS COULD CAUSE CORROSION AND POSSIBLY A FAULTY CONNECTION IN THE SRS OCCUPANT DETECTION SYSTEM.
INSPECTED SRS FLOOR WIRING HARNESS AND SEALED SPLICES.
OP CODE: 737006, FRT: 0.7 HRS, TEMPLATE ID: 07-088A, FAILED PART #P/N 32107-SLN-A00, DEFECT CODE: 5XX00, SYMPTOM CODE: Q6600.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 32107-SLN-307 SET, WIRE 91640
TOTAL - PARTS WARRANTY 0.00

JOB# 7 TOTALS-----
JOB# 7 JOURNAL PREFIX HOC3 JOB# 7 TOTAL 0.00

LABOR-----
J# 8 50HOZZ10-008 POWER WINDOW SWITCH TECH(S):9098 WARRANTY
VERIFY HONDA SERVICE BULLETIN 10-008 APPLIES TO THIS VEHICLE UNDER SEVERE CONDITIONS. WATER OR OTHER LIQUID MAY ENTER THE DRIVERS WINDOW AND REACH THE POWER WINDOW MASTER SWITCH ON THE DOOR PANEL. THIS CAN DAMAGE THE SWITCH'S PRINTED CIRCUIT BOARD CAUSING THE SWITCH TO FAIL.
HONDA FACTORY SERVICE BULLETIN.
INSPECTED THE POWER WINDOW MASTER SWITCH. REPLACED THE SWITCH (IF NEEDED) AND INSTALLED A SWITCH PROTECTIVE SKIRT.
OP#: 7440A6, FRT: 0.3 HRS, FAILED PART: 35750-SLN-A01ZA, DEFECT CODE 5WS00, SYMPTOM CODE: R2800.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 35751-SAA-307 SEAL,P/W 91510
1 35752-SAA-406ZA SET P/W S 35750
TOTAL - PARTS WARRANTY 0.00

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On-line service scheduling at LutherAuto.com

Thank You!

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CUSTOMER NO. 28763		ADVISOR DANE FRANSEN	9004	TAG NO. 2464	INVOICE DATE 08/16/12	INVOICE NO. HOC336882
ANNADALE, MN		LABOR RATE	LICENSE NO.	MILEAGE 65,000	COLOR WHITE/	STOCK NO.
		YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB SPORT AT				DELIVERY DATE
		VEHICLE I.D. NO. J H M G D 3 8 6 3 7 S			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.			P.O. NO.	R.O. DATE 08/14/12
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				

MO: 65793

PERFORMED A SYMBOL A SERVICE PER CUSTOMER'S REQUEST.

G.O.G. & SUPPLIES-----

1.0 OIL FILTER & WASHER	@	7.990 /UNIT	7.99
1.0 MOTOR OIL BY SERVICE	@	9.000 /UNIT	9.00
TOTAL - GOG			16.99

JOB# 3 TOTALS-----

LABOR	13.00
G.O.G.	16.99

JOB# 4 CHARGES-----

JOB# 3 JOURNAL PREFIX HOC3 JOB# 3 TOTAL 29.99

LABOR-----
J# 4 49HOZZ000003 SYMBOL 3 SVC TECH(S):9098 44.63

*** Maintenance Minder Symbol 3 ***

MSAT Service Automatic Trans, Minor All
CUSTOMER REQUESTS A SYMBOL 3 SERVICE.
REPLACE THE TRANSMISSION FLUID
PREVENTIVE MAINTENANCE.
PERFORMED A SYMBOL 3 SERVICE PER CUSTOMER'S REQUEST.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
1		90471-PX4-000	WASHER, D 90400	3.54	3.54
3		08200-9009	ATF DW-1 0B201	8.23	24.69
TOTAL - PARTS					28.23

JOB# 4 TOTALS-----

LABOR	44.63
PARTS	28.23

JOB# 5 CHARGES-----

JOB# 4 JOURNAL PREFIX HOC3 JOB# 4 TOTAL 72.86

LABOR-----
J# 5 01HOZAACF REPL CABIN AIR FILTR TECH(S):9098 35.98

REPLACE CABIN "HEPA" AIR FILTER PER CUSTOMERS REQUEST.
PREVENTIVE MAINTENANCE.
REPLACED CABIN AIR FILTER.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
1		80291-SAA-J01	ELEMENT, 80290	30.80	30.80
TOTAL - PARTS					30.80

JOB# 5 TOTALS-----

LABOR	35.98
PARTS	30.80

JOB# 6 CHARGES-----

JOB# 5 JOURNAL PREFIX HOC3 JOB# 5 TOTAL 66.78

LABOR-----
J# 6 05HOZZBI *BRAKE INSPECTION TECH(S):9098 25.25

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YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB SPORT AT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. J H M G D 3 8 6 3 7 S	R.O. DATE 08/14/12			
R.E. NO.	P.O. NO.			
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JOB# 1 CHARGES

LABOR
1 45HOZZM1 MISCELLANEOUS REPAIR TECH(S):9098 156.80
C/S: CUSTOMER STATES THAT THE VEHICLES CRUISE CONTROL IS NOT WORKING. CRUISE CONTROL WILL NOT SET.
\$98.00 DIAGNOSIS
FAULTY CRUISE CONTROL MAIN SWITCH
REPLACED CRUISE CONTROL COMBINATION SWITCH AND VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	01	36770-SLN-A01	SW, AUTO 36770	102.34	102.34
TOTAL - PARTS					102.34

JOB# 1 TOTALS

LABOR 156.80
PARTS 102.34

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 259.14

LABOR
2 41HOZZM1 AIR BAGS/RESTRAINTS TECH(S):9098 186.20
C/S: CUSOTHER STATES THAT THE VEHICLES AIR BAG LIGHT IS ON. PLEASE ADVISE.
\$98.00 DIAGNOSIS.
SCANNED AND FOUND C ODE 11-10 OPEN IN DRIVER FIRST AIRBAG INFLATOR. HOOKED UP SRS SIMULATOR AND FOUND THAT OPEN WAS IN CABLE REEL
REPLACED CABLE REEL AND VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	77900-SLN-A11	REEL ASSY 77900	228.98	228.98
TOTAL - PARTS					228.98

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	D193	DIRECT LABOR DISC-NO CODE FOUND		-25.00
	D193A	DIRECT PARTS DISC-NO CODE FOUND		-25.00
TOTAL - MISC				-50.00

JOB# 2 TOTALS

LABOR 186.20
PARTS 228.98
MISC -50.00

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 365.18

LABOR
3 49HOZZ00000A SYMBOL A SVC TECH(S):9098 13.00
*** Maintenance Minder Symbol A ***
MMOC Menu Oil Change 07/08 W/ Filter
CUSTOMER REQUESTS A SYMBOL A SERVICE.
PREVENTIVE MAINTENANCE.

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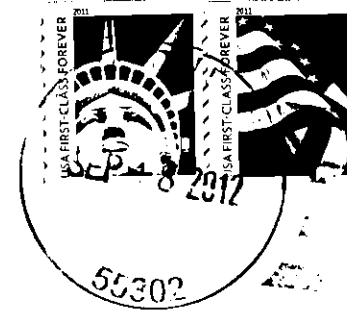
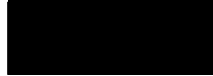


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Annandale, NV



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

