

 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 APR - 5 2013 24-OCT-2012		Repository ☐ Reference No. 10482103	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City SYRACUSE		State NY		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 2HGFB2F27CH				Make HONDA		Model CIVIC DX Sedan	
						Model Year 2012	
Date Purchased 6/30/2011		Dealer's Name and Telephone Number Honda City (315) 451-6750				Engine: No: Cylinders	
Original Owner ☐		Dealer's City Liverpool, NY		State NY		Zip Code 13028	
Transmission Type		☒ Antilock Brakes		Powertrain		Incident Date(s) 22-OCT-2011	
		☐ Cruise Control		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM						Failure Mileage 4000	
Failure Speed							
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 CIVIC. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE DEFROSTER AND REAR DEFOGGER WERE ACTIVATED DURING INCLEMENT WEATHER. THE FRONT AND REAR WINDSHIELDS WERE ICY AND WOULD NOT COMPLETELY CLEAR UNTIL TWENTY MINUTES LATER. THE HEATING ELEMENT WITHIN THE DEFROSTER AND REAR DEFOGGER WOULD NOT OPERATE PROPERLY UNLESS ACTIVATED FOR AT LEAST TWENTY MINUTES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO ADVISED THAT THE VEHICLE OPERATED ACCORDING TO MANUFACTURER'S SPECIFICATIONS. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 4,000.							
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 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)

Attached are photos of the 2 main problems.

The dealers refused to acknowledge anything was wrong.

I went to 2 different Honda dealerships; both brushed me off. The car is very dangerous to drive in the winter time. In the summer, during a rain storm the inside of the car fogs up and the windshield defroster does not clear it out, above the bottom 6 inches.

See attached letter

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

[REDACTED]
Syracuse, NY [REDACTED]
March 20, 2013

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Dear Sirs,

After 18 months of frustration, I felt the need to write you and file a report about my bad experience with my Honda car. I brought my car in to the two local Honda dealerships in Syracuse, as well as calling up their customer service line in Torrance, California several dozen times on these safety issues but to no avail.

1. The front windshield defroster.

The most dangerous problem with the car is a nonfunctioning windshield defroster. The dashboard air compression system is not strong enough for the car. As a result, only the bottom six inches of the windshield is cleaned off in inclement weather. This results in me either being forced to drive a car where there is little visibility, putting my life in jeopardy, or *not* driving the car at all and taking a bus.

In the summer, when it rains and I have to shut the windows, the car steams up from high humidity, but the defroster does not clean off the fog, only on the lower third of the windshield. I have driven as much as half an hour with the defroster on full force and no improvement was seen.

In the winter, the problem is much more serious. Residual snow and ice on the window after scraping does not melt off and I cannot see to drive, until the car heater kicks in, which takes from 10 to 15 minutes; initially only the bottom 6 to 12 inches will clear. Because of the slant of the windshield, that part of the window is a good twelve inches below eye level, so does not aid in visibility at all. You have to lie down on the front seat while driving, to see through the window. This position is almost impossible to maintain when wearing a seatbelt.

I timed it, and it usually takes 20 minutes for the windshield to completely defrost. Obviously, you can't wait that long before driving the car. So just when I would be arriving at my job site to park my vehicle, the window would be clearing up.

I called the Honda Company four times between October and November of 2012. They refused to acknowledge the problem and said that was how the car was designed so there was nothing to fix. In New York State all cars need functioning defrosters. This car should not have been sold on the Northeast coast. Honda needs to install an adequate functioning defroster and compression systems that pumps hot air instead of cold air.

Honda told me to take the car to one of the local dealerships to have the defroster checked out. The feedback I got from the service technicians was that the defroster and air conditioner are one unit and work together to defrost the windshield. Because Honda did not

install an air conditioner in my model as part of the standard equipment, the defroster cannot work as it's supposed to. I reported this back to Honda Customer Service; they told me to get a second opinion from another one of their dealerships. I did. They looked at the defroster and said it was working as well as it could without an air conditioner unit.

When I told Honda Customer Service my findings they refused to do anything more and said I would have to drive the car as is, with the faulty defroster.

2. The rear window defogger.

The rear window defogger of my car, likewise, does not work. The bottom nine coils of the heating element work (twelve inches of the glass). The middle 5 coils have limited effect, and the top six inches have no heating element as they are reserved for the radio antenna. Let it be known my car was delivered with no radio. Because of the slant of the rear window, only about seven bottom inches of visibility are defrosted on a winter day. The other sixty percent is blocked with ice, snow, or frost.

It takes between nine to eleven minutes for the middle five coil elements to defrost the ice or frost. You can see by a visual inspection of the window, that those coils are actually, thinner in width than the others, so obviously do not generate as much heat as the bottom ones.

I have enclosed photos to show you a time lapse of how the coils are not working.

3. Weak heating system.

Just like the windshield defroster, the heating system does not kick in for ten to fifteen minutes, depending on how cold the day is. I would drive to work bundled up, and just as I was parking my car, the heat would be turning on. It wasn't until the heat kicked in that the residual windshield ice would melt as well. Cold air hitting the windshield does not defrost interior or exterior frost...it takes *warm* air to do the job.

4. Poor window design.

Although this is not a mechanical issue, it is still a design flaw in the car. Because of the side windows being too narrow and too high, visibility is cut down and there are multiple blind spots. Because the rear window is slanted and so short in height in conjunction with the malfunctioning defogger, the passenger headrests would need to be removed to have decent back visibility.

In the winter, because of the weak heating system, the power windows do not work. The glass remains stationary, although you can hear the motor running. The frozen ice within the panel prevents the glass from moving up or down.

6. Poor wiper design.

The windshield wipers are at rest below the level of the dashboard of the car, in a recessed tray. In a normally designed car, the wipers are warmed up in the winter from the heat generated by the defroster, blowing against the glass, freeing them to move. Since the wipers on my car are below the level of the defroster, and the defroster does not emit warm, but cold air, the wipers remain frozen to the tray. I need to carry spray antifreeze into the car with me in the mornings to unglue the wipers during the winter months. Otherwise, if they are accidentally turned on, the rubber which is frozen to the car will be ripped off the blades.

In all these problems I was told by the service managers that this was the design of the car. If it is, then car is a safety hazard and should have never been sold. As a result of the safety issues I have brought up concerning the electrical system, I have qualms about using the car for 6 months out of the year.

Thank you.

Yours truly,

A solid black rectangular box used to redact the signature.

4 min



7 min



9 min



11 min







CHARLES P. LAMACCHIA, INC.

ALTERNATIVE SPECIALIST

"Serving the Public Over 40 Years"

COMMERCIAL DIVISION, PHONE 422-4167

SYRACUSE, N.Y. 13204

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

CUSTOMER NO. 10875	ADVISOR DONALD ENNIS	TAG NO. 28438	INVOICE DATE 03/06/12	INVOICE NO. HOCS179165
	LABOR RATE 87.00	LICENSE NO. [REDACTED]	COLOR BLUE	STOCK NO.
	YEAR / MAKE / MODEL 12 / HONDA / CIVIC SDN / 4DR SDN DX AT	MILEAGE 5,758	DELIVERY DATE	DELIVERY MILES
SYRACUSE, NY	VEHICLE ID. NO. 2 H G F B 2 F 2 7 C H		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/05/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 5770

JOB# 1 CHARGES

LABOR
J# 1 20HOZ01 HEATING CONCERN TECH(S):214 WARRANTY

WHEN STARTING 1ST THING IN MORNING, THERE IS NO HEAT FROM
HEATER FOR AT LEAST 10 MINUTES WHEN TEMP. BELOW 30
---PERFORM DIAGNOSTICS - HOOK UP SCAN TOOL WHILE DRIVING,
WITH THERMOMETER IN VENTS. HEAT ROSE AT VARIABLE RATE PER
SPECS. HEATER OUTLET TEMP WAS 90 DEGREES AFTER 5 MIN. WHEN
THERMOSTAT OPENED. OUTSIDE TEMP WAS 20 DEGREES.
THE SYSTEM IS WORKING AS DESIGNED.
621500 03214 012-01
PN 79115-TR0-A02

N.Y. STATE
REPAIR SHOP #
4360167DISCLAIMER
OF WARRANTIES

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] CHARGE *

FROM THE ENTIRE STAFF HERE AT LAMACCHIA HONDA,
WE WOULD LIKE TO THANK YOU FOR ALLOWING US TO
SERVE YOU!!

***** YOU MAY BE RECEIVING A SURVEY FROM
AMERICAN HONDA REGARDING YOUR SERVICE EXPERIENCE.
BE SURE TO SEND IN YOUR SURVEY TO BE ENTERED IN
OUR MONTHLY VEHICLE COMPLETE DETAIL GIVE AWAY!

THANK YOU...

CUSTOMER SIGNATURE

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

THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL
WARRANTIES EITHER
EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED
WARRANTY OF MER-
CHANTABILITY OR FITNESS
FOR A PARTICULAR
PURPOSE, AND SELLER
NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNEC-
TION WITH THE SALE OF
SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted
for 30 days or 1000 miles
whichever comes first. The
dealer hereby limits any implied
warranties of merchantability
and fitness to the same period.

ALL PARTS INSTALLED ARE
NEW UNLESS OTHERWISE
SPECIFIED.

THANK YOU

**HONDA****CHARLES P. LAMACCHIA, INC.**

AUTOMOTIVE SPECIALIST

"Serving the Public Over 40 Years"

932 WEST GENESEE ST. PHONE 422-4168

SYRACUSE, N.Y. 13204

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.

CUSTOMER NO. 10875	ADVISOR JOE MIRONTI	TAG NO. 11327	INVOICE DATE 12/28/11	INVOICE NO. HOC5176296
SYRACUSE, NY	LABOR RATE 87.00	LICENSE NO. [REDACTED]	COLOR 4,123 BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 12/HONDA/CIVIC SDN/4DR SDN DX AT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 H G E B 2 F 2 7 C H		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 12/27/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 4136

JOB# 1 CHARGES-----

LABOR-----
 J# 1 20HOZ01 HEATING CONCERN TECH(S):11537 INTERNAL
 REAR WINDOW TAKES A LONG TIME TO MELT ICE OFF, SEEMS LIKE
 LOWER HALF IS FASTER, CHECK PLEASE
 POLARITY THROUGH REAR WINDOW CURCUIT IS GOOD, CUSTOMER
 LEFT VEHICLE OVERNIGHT INHOPES TO GET ICE ACCUMULATION TO
 SEE HOW IT IS WORKING BUT NONE HAPPENED
 REAR DFOGGER WORKING FINE AT THIS TIME

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 20HOZZ1 HEATING CONCERN TECH(S):11537 INTERNAL
 FRONT DFROST TAKES A LONG TIME TO MELT OFF ICE ON OUTSIDE
 OF WINDOW, CHEWCK PLEASE
 TESTDROVE VEHICLE AND HEAT DID COME TO TEMP IN REASONABLE
 AMOUNT OF TIME, NO RESTRICTION IN AIRFLOW
 NO PROBLEM FOUND TODAY

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HOC5 JOB# 2 TOTAL 0.00

TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] CHARGE *

 FROM THE ENTIRE STAFF HERE AT LAMACCHIA HONDA,
 WE WOULD LIKE TO THANK YOU FOR ALLOWING US TO
 SERVE YOU!!
 ***** YOU MAY BE RECEIVING A SURVEY FROM
 AMERICAN HONDA REGARDING YOUR SERVICE EXPERIENCE.
 BE SURE TO SEND IN YOUR SURVEY TO BE ENTERED IN
 OUR MONTHLY VEHICLE COMPLETE DETAIL GIVE AWAY!

THANK YOU...

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

**N.Y. STATE
 REPAIR SHOP #
 4340067**

**DISCLAIMER
OF WARRANTIES**

THE SELLER HEREBY
 EXPRESSLY DISCLAIMS ALL
 WARRANTIES EITHER
 EXPRESS OR IMPLIED,
 INCLUDING ANY IMPLIED
 WARRANTY OF MER-
 CHANTABILITY OR FITNESS
 FOR A PARTICULAR
 PURPOSE, AND SELLER
 NEITHER ASSUMES NOR
 AUTHORIZES ANY OTHER
 PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNEC-
 TION WITH THE SALE OF
 SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted
 for 30 days or 1000 miles
 whichever comes first. The
 dealer hereby limits any implied
 warranties of merchantability
 and fitness to the same period.

ALL PARTS INSTALLED ARE
 NEW UNLESS OTHERWISE
 SPECIFIED.

THANK YOU!

CUSTOMER SIGNATURE



HONDA CITY
"We're Going To Be Your Favorite Dealer"
7140 Henry Clay Blvd.
LIVERPOOL, NEW YORK 13088
Telephone: 451-6750

CUSTOMER NO. 78630	ADVISOR KEVIN	TAG NO. 32 719	INVOICE DATE 11/16/11	INVOICE NO. HOC5313673
SYRACUSE, NY	LABOR RATE	LICENSE NO.	MILEAGE 3,349	COLOR DYNO BLUE P
	YEAR / MAKE / MODEL 12/HONDA/CIVIC SDN/4D 1.8 DX 5SP AUT	DELIVERY DATE 06/30/11		STOCK NO. 3472
	VEHICLE I.D. NO. 2 H G F B 2 F 2 7 C H	SELLING DEALER NO. 207422		DELIVERY MILES 13
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/16/11	PRODUCTION DATE
NONE	BUSINESS PHONE	COMMENTS		
MO: 3349				

LABOR & PARTS			
J# 1 06HOZ	HEATING/AIR COND	TECH(S):30	INTERNAL
CUSTOMER STATES DEFROST NOT CLEARING WINDSHIELD ALL THE WAY ALL FUNCTIONS WORKING PROPERLY FOR BASE MODEL			
JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 03HOZ	CARB/FUEL	TECH(S):30	INTERNAL
CUSTOMER STATES LOWER FUEL ECONOMY THAN EXPECTED 27MPG NO STORED ENGINE CODES IN ELECTRONIC CONTROL MODULE MILEAGE WILL IMPROVE WITH TIME			
JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3 08HOZ	BODY	TECH(S):30	INTERNAL
CUSTOMER STATES DOOR LOCKS NOT WORKING PROPERLY LOCKS WORKING NORMALLY			
JOB # 3 TOTAL LABOR & PARTS		0.00	
J# 4 04HOZCOURCAR	COURTESY CAR	TECH(S):30	INTERNAL
COURTESY CAR AT \$24.84 PER DAY ENTER TOTAL FROM 0082 ON LINE 3 "GOG"			
JOB # 4 TOTAL LABOR & PARTS		0.00	
G.O.G. & SUPPLIES			
JOB # 4	1.0 COURTESY CAR	@ /UNIT	INTERNAL
TOTAL - GOG		0.00	
COMMENTS			
LOANER/247 TECH 26 PER MB 5336			
TECHNICIAN CERTIFICATION			
30	MARK	7L95	
TOTALS			
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	

**N.Y. STATE
REPAIR SHOP #
R 700-1732**

**DISCLAIMER
OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTY OF MER-
CHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND SELLER
NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

All factory replacement parts are
warranted for 12 months or 12,000
miles, whichever comes first. All
other parts installed are warranted
for 90 days or 4,000 miles, whichever
comes first.

**ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.**

THANK YOU!



CHARLES P. LAMACCHIA, INC.

AUTOMOTIVE SPECIALIST

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932 WEST GENESEE ST. PHONE 422-4168
SYRACUSE, N.Y. 13204

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.

CUSTOMER NO. 10875	ADVISOR DANTE I ADD	TAG NO. 31000	INVOICE DATE 11/02/11	INVOICE NO. H0CS173695
[REDACTED] SYRACUSE, NY	LABOR RATE 87.00	LICENSE NO. [REDACTED]	COLOR 2,969 BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 12/HONDA/CIVIC SDN/4DR SDN DX AT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 H G F B 2 F 2 7 C H		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 11/02/11
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 2982

JOB# 1 CHARGES-----

LABOR
J# 1 10H0Z01 DRIVEABILITY CONCERN TECH(S):23360 WARRANTY
CHECK HAS POOR MILEAGE. SEE LIST ATTACHED.
IS GETTING AROUND 26 MPG
THE SHOP FORMAN AND THE TECH DIAGNOSED CONCERN
TEST DROVE WITH A SCANNER AND WATCHED FUEL TRIM
IS OPERATING AS DESIGNED. NO FAULTS FOUND
NOTE IN WINTER THE CARS RUN A LITTLE RICHER WHEN COLD
AND THE FUEL NOW HAS BEEN SWITCHED TO THE WINTER BLEND
CAN DROP DOWN THE MILES A LITTLE
(NO ABNORMALTY FOUND AT THIS TIME)
IS WITH IN HONDA SPECS

**N.Y. STATE
REPAIR SHOP #
4340067**

**DISCLAIMER
OF WARRANTIES**

THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL
WARRANTIES EITHER
EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED
WARRANTY OF MER-
CHANTABILITY OR FITNESS
FOR A PARTICULAR
PURPOSE, AND SELLER
NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNEC-
TION WITH THE SALE OF
SAID PRODUCTS.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX H0CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR
J# 2 51H0Z* BODY ELECTRICAL TECH(S):214 INTERNAL
THE ONLY WAY TO LOCK THE LF DOOR IS WITH THE KEY
CHECK AND ADVISE.
YOU NEED TO KEEP HOLDING OUT THE OUTSIDE HANDLE
AND PUSH LOCK DOWN.
THIS IS WORKING AS DESIGNED. -HAS NO POWER LOCKS

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX H0CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR
J# 3 20H0Z01 HEATING CONCERN TECH(S):214 INTERNAL
THE DEFROSTER WILL ONLY CLEAR LESS THAN HALF OF THE
WINDSHIELD.
TESTED OPERATION IS WORKING AS DESIGNED
CAR HAS NO A/C TO TAKE OUT HUMIDITY.
THE FAN BLOWER IS WORKING FINE. NPF

3 TOTALS-----

JOB# 3 JOURNAL PREFIX H0CS JOB# 3 TOTAL 0.00

LIMITED EXPRESS WARRANTY

Labor and parts are warranted
for 30 days or 1000 miles
whichever comes first. The
dealer hereby limits any implied
warranties of merchantability
and fitness to the same period.

ALL PARTS INSTALLED ARE
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SPECIFIED.

THANK YOU!



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SYRACUSE, N.Y. 13204

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DAMAGE TO CARS OR ARTICLES LEFT
IN CARS IN CASE OF FIRE, THEFT OR
ANY OTHER CAUSE BEYOND OUR
CONTROL.

CUSTOMER NO. 10875	ADVISOR DANIEL LADD	TAG NO. 31000	INVOICE DATE 11/02/11	INVOICE NO. H0CS173695
[REDACTED] SYRACUSE, NY	LABOR RATE 87.00	LICENSE NO. [REDACTED]	MILEAGE 2,969	COLOR BLUE/
	YEAR / MAKE / MODEL 12/HONDA/CIVIC SDN/4DR SDN DX AT			DELIVERY DATE
	VEHICLE I.D. NO. 2 H G F B 2 F 2 7 C H			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 11/02/11	PRODUCTION DATE

MO: 2982

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] CHARGE *

FROM THE ENTIRE STAFF HERE AT LAMACCHIA HONDA,
WE WOULD LIKE TO THANK YOU FOR ALLOWING US TO
SERVE YOU!!

***** YOU MAY BE RECEIVING A SURVEY FROM
AMERICAN HONDA REGARDING YOUR SERVICE EXPERIENCE.
BE SURE TO SEND IN YOUR SURVEY TO BE ENTERED IN
OUR MONTHLY VEHICLE COMPLETE DETAIL GIVE AWAY!

THANK YOU...

CUSTOMER SIGNATURE

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

**N.Y. STATE
REPAIR SHOP #
4340067**

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL
WARRANTIES EITHER
EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED
WARRANTY OF MER-
CHANTABILITY OR FITNESS
FOR A PARTICULAR
PURPOSE, AND SELLER
NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNEC-
TION WITH THE SALE OF
SAID PRODUCTS.

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for 30 days or 1000 miles
whichever comes first. The
dealer hereby limits any implied
warranties of merchantability
and fitness to the same period.

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NEW UNLESS OTHERWISE
SPECIFIED.

THANK YOU!

Syracuse, NY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE.
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