

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

CL 10514209-1349



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Region 5
Illinois, Indiana, Michigan,
Minnesota, Ohio, Wisconsin

4749 Lincoln Mall Drive, Suite 300B
Matteson, IL 60443-3800

Phone: 708-503-8822
Fax: 708-503-8991

May 13, 2013

MAY 20 2013

[REDACTED]
Avon Lake, Ohio [REDACTED]

Dear [REDACTED]

I have forwarded your 2002 Honda Odyssey complaint package to our Headquarters in Washington, D.C. Our Regional office does not take care of vehicle complaint issues. I have mailed your package to:

US DOT NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, D.C. 20590
ATTENTION: VEHICLE COMPLAINTS

Also, please visit our website: safercar.gov to file a personal complaint on-line and to verify recalls to your particular vehicle.

I apologize that our Regional office does not handle personal vehicle complaints.

Thank you,

Cynthia Davis
Secretary



NAM
58313
SMD

MAY 20 2013

Avon Lake, Ohio

March 23, 2013

American Honda Motor Co., Inc
Automobile Customer Service
Automatic Transmission Warranty Extension
PO Box 2964
Torrance, CA 90509-2964

RE: 2002 Honda Odyssey
VIN# 2HKRL18592H

To Whom it May Concern:

We are writing to request reimbursement for costs related to a failed transmission under recall.

We are the original owners of a 2002 Honda Odyssey, which we continue to drive and have had serviced regularly. We have records of numerous visits involving significant problems with the transmission. We brought the problems to the attention of repair specialists, including a Honda Dealer, at several points before the warranty term ended. The specialists and certainly the dealers knew or should have known about the well-documented Honda transmission problems. They should have recommended appropriate repairs or replacement well before the warranty period ended. However, they did not. As a result, we were forced to replace the transmission at our own expense. Our records indicate the following service visits related to transmission issues:

- 1) (8/16/04) 31,393 miles. Ganley Honda, North Olmstead, Ohio -inspected transmission according to recall, but did not repair/replace
- 2) (4/23/07) 69,605 miles. Conrad's of Avon Lake, Ohio -Determined shifting troubles as an "internal" problem; transmission fluid changed in an attempt to fix the problem
- 3) (4/25/07) Conrad's of Avon Lake.-Transmission Diagnostic test showed continuing problem is internal even after the transmission fluid change... and that we were going to address this with Ganley Honda.
- 4) (4/26/07) 69,693 miles. Towed to Ganley Honda- recheck the transmission when problem continued after the flush. Misdiagnosed a brake relay as the culprit. **[Charged \$184.09]**
- 5) (6/04/07) 71,024 miles. Ganley Honda- Diagnostic scan performed to check transmission concerns.
- 6) (6/07/07) 71,109 miles. Ganley Honda. Transmission concerns readdressed. Transmission fluid did not appear clean even after Conrad's changed it just 1504 miles prior to this. Ganley re-flushed the dirty transmission fluid- accusing Conrad's for not doing a full flush properly. **[Charged \$103.00]**
- 7) (12/10/07) 79,973 miles Ganley Honda. Transmission concerns noted. Slippage of transmission readdressed. Dealership 'could not duplicate' the slippage.
- 8) (5/11/09) 101,350 miles. Automotive Specialty Services, Avon, Ohio -Evaluated continuing problems. Recommended transmission replacement. [>100,000 miles]
- 9) (5/21/09) 101,650 miles. Ganley Honda-Visit to confirm findings from Automotive Specialty Services. Transmission evaluated again with a scan. Dealership "could not duplicate the slippage"- only routine maintenance performed.
- 10) (8/4/09) 105,312 miles Airport Honda, Alcoa, Tennessee -While on vacation, transmission failed to shift out of a lower gear or spontaneously shifted out of gear, **[Charged \$68.50]**
- 11) (11/10/09) 108,942 miles. Ganley Honda. Transmission replaced. **[Charged \$2650. for transmission, \$728.00 for labor, \$254.82 for tax (7.75%). Total = \$3632.82]**

Note that seven of these visits were to the Ganley Honda Dealership from whom we purchased the vehicle in February, 2002. We clearly told them that the transmission would intermittently experience difficulty shifting from second to third gear. They told us there was no identifiable or repairable problem. Further, they told us that, while some transmissions were on recall, ours did not share the same problem.

They were incorrect. Despite maintaining our vehicle, including two transmission fluid flushes, the issues continued and become more pronounced over time.

While driving through Tennessee on vacation with our family, the 'D' light began to blink. The poor shifting suddenly worsened and we were unable to safely drive it. It would either fail to shift into gear, or it would shift itself out of gear while being driven at a constant speed. We cut our vacation short to have the vehicle inspected at a local Honda dealership. They told us that the transmission must be replaced.

We brought it back to Ganley Honda who finally acknowledged the problem and agreed that it should be replaced. However, they insisted that since the vehicle at this point had 108,942 miles and was 7 ½ years after the purchase date, we would be responsible for the full cost. Infuriated that we had been bringing the transmission problems to their attention for years only to be dismissed on several occasions, we had no choice but to replace the transmission at a cost of **\$3632.82**.

Since that time, we have come across documentation that clearly shows that Honda knew or should have known about the problems with the transmission. TSB's show that since 2002, there were well-described issues with the 2002 Honda Odyssey power train. Despite this, we were incorrectly assured that our transmission problems were not related. They were clearly wrong. It should have been repaired or replaced well before we were forced to pay for it ourselves, and certainly well before we placed our family at risk on an out-of-state vacation.

Frankly, we're furious that Honda would treat its customers this way. It appears that we were deliberately put off until the power train warranty term expired in an attempt to shift financial responsibility to us. Now that we know what we know about the long-standing issues with Honda transmissions, we ask that you make this right. Our costs related to the multiple visits and the transmission replacement total **\$3988.41**. While we feel that Honda and the dealership were negligent in addressing our problems in a timely manner, we would like to keep things simple and request reimbursement for this amount.

Sincerely, 



Cc: The Center for Auto Safety
The National Highway Traffic Safety Administration

AVONLAKE, OH

GANLEY PONTIAC, INC.

PONTIAC * HONDA

25870 Lorain Road * North Olmsted, Ohio 44070
Phone (440) 777-9400
www.ganleyhonda.com

SERVICE ADVISOR WENDY FEES

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16AUG04	16AUG04	62204	2HKRL18592H	681951	T33		16AUG04	299520
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		02	HONDA ODYSSEY			14MAR02	465	465
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31393	31393							

NOTE - VEHICLE WILL NEED 2 TIRES AND A 4 WHEEL
ALIGNMENT BEFORE FALL

SERVICE HOURS:

MON thru THURS 7:00AM - 9:00PM

FRIDAY 7:00AM - 5:30PM

SATURDAY

8:00AM - 4:30PM

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

** PRE-INVOICE **

HONDA

Mr. Goodwrench



Thank you for bringing your car to Ganley Pontiac for service.

Service warranty on all parts 12 mos. or 12,000 miles whichever occurs first.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	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

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 of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) CUSTOMER COPY GENERAL MANAGER OR AUTHORIZED PERSON

DATE

GANLEY PONTIAC, INC.

PONTIAC * HONDA

25870 Lorain Road * North Olmsted, Ohio 44070
Phone (440) 777-9400
www.ganleyhonda.com

CK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
62204	2HKRL18592H	681951	T33		16AUG04	299520
YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
02	HONDA ODYSSEY			14MAR02	465	465
LICENSE NO.						
3						

5893 06250-PGH-305

OIL JET

(N/C)

6274872

TYPE:

CODE: 04-021B

EL - TIMING BELT TENSIONER

P07

110159 PRODUCT UPDATE: TIMING BELT

AUTO-TENSIONER - REPLACE THE TIMING
BELT AUTO-TENSIONER. CENTER-PUNCH A
COMPLETION

460 WH

(N/C)

1 759306

04140-P8E-0004-06999

KIT, T/B TENS

(N/C)

FC: 5BU

PART#: 6274229

COUNT:

CLAIM TYPE:

AUTH CODE: 03-081A

SERVICE HOURS:

MON thru THURS 7:00AM - 9:00PM

FRIDAY 7:00AM - 5:30PM

SATURDAY

8:00AM - 4:30PM

Disclaimer of Warranties

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*Mr. Goodwrench*

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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 of repairs thereto.

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(SIGNED)

CUSTOMER COPY

GENERAL MANAGER OR AUTHORIZED PERSON

DATE

Thank you for bringing your car to Ganley Pontiac for service.

Service warranty on all parts 12 mos. or 12,000 miles whichever occurs first.

GANLEY PONTIAC, INC.

PONTIAC * HONDA

25870 Lorain Road * North Olmsted, Ohio 44070
 Phone (440) 777-9400
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CK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
62204	2HKRL18592H	681951	T33		16AUG04	299520
YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
02	HONDA ODYSSEY			14MAR02	465	465
LICENSE NO.						
3						
TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
T INOP						
REPLACED CLOCK LIGHT BULB						
460	WH				(N/C)	
543555						
5505-S84-N017-78180						
W-BULB, NEO-WEDGE (T3)						
03217					(N/C)	
RT#: 543555						
OUNT:						
CLAIM TYPE:						
AUTH CODE:						
RAIN ON BATTERY SINCE CLOCK LIGHT HAS BEEN						
OUT						
NPF NO DRAW ON BATTERY						
460	ISPH				(N/C)	
C RECALL - TRANSMISSION SECOND GEAR INSPECTION						
CAUSE: P30						
222107 SAFETY RECALL: AUTOMATIC						
TRANSMISSION SECOND GEAR INSPECTION -						
VEHICLES WITH MORE THAN 15,000 MILES:						
INSPECT						
460	WH				(N/C)	
DESCRIPTION					TOTALS	
LABOR AMOUNT						
PARTS AMOUNT						
GAS,OIL, LUBE						
SUBLET AMOUNT						
MISC. CHARGES						
TOTAL CHARGES						
LESS INSURANCE						
SALES TAX						
PLEASE PAY THIS AMOUNT						
  						
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.						
(SIGNED)					DATE	
CUSTOMER COPY					GENERAL MANAGER OR AUTHORIZED PERSON	

SERVICE HOURS:

MON thru THURS 7:00AM - 9:00PM

FRIDAY 7:00AM - 5:30PM

SATURDAY

8:00AM - 4:30PM

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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 of repairs thereto.

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X

Thank you for bringing your car to Ganley Pontiac for service.
 Service warranty on all parts 12 mos. or 12,000 miles whichever occurs first.

2

04/25/07 2:07 PM

CONRAD'S TIRE EXPRESS
VEHICLE SERVICE HISTORY

PAGE 1

NAME: [REDACTED]
PHONE #: [REDACTED]

VIN #: 2HKRL18592H [REDACTED]
MAKE/MODEL: 2002 HONDA ODYSSEY
LIC #: [REDACTED]

DATE	INVOICE	MILES	MECHANIC	AMOUNT
04/23/07	a48469	69605	2535	228.85
Tires inflated to: by: 2535 Front: 35 psi Rear: 35 psi Tire remaining tread depths: by: 2535 LF: 5/32" RF: 5/32" LR: 7/32" RR: 7/32" Tech 1 wheels hand torqued to: by: 2535 LF: 100 RF: 100 LR: 100 RR: 100 Entered by: 5448 Tech 1 torque reconfirmed by: 1790 Entered by: 5448				
1 7704 LUBE, OIL & FILTER 1 NAPSFI21334MP SILVER LINE OIL FILTER 1 0771639 MECHANICAL REPAIR/INSPECTION CHECK IMPROPER SHIFTING 1 AI ALIGNMENT INSPECTION - FREE CHECK PULL TO RIGHT				
***** INSPECTED FOR DELAYED TRANSMISSION ENGAGEMENT. FOUND THE FLUID DARK FROM OVERHEATING. RECOMMENDED A TRANS FLUSH AS A FIRST COURSE OF ACTION, WITH THE POSSIBILITY OF AN INTERNAL TRANSMISSION PROBLEM STILL EXISTING. CUSTOMER AUTHORIZED A TRANS FLUSH. *****				
4 4861 TIRE ROTATION - AUTO (EACH) 1 2750 TRANS FLUID EXCHANGE SRV - STD 1 VALPYSP094 #094 2-PART TRANS FLUSH/COND. 1 3159 ALIGNMENT - 4 WHL W/MECH R ADJ				
INSPECTION FOUND THAT THE TRANSMISSION FLUID WAS BURNT AND DISCOLORED//THE FLUID WAS FLUSHED TODAY///NO PROBLEMS FOUND WITH TRANS. PERFORMANCE AFTER TRANS. FLUID EXCHANGE THE ALIGNMENT WAS OUT OF SPEC. AND ADJUSTED TODAY THANKS FOR CHOOSING CONRAD'S****				
01/05/07	a45001	65777	1790	16.95
Tires inflated to: by: 1790 Front: 36 psi Rear: 36 psi Tire remaining tread depths: by: 1790 LF: 5/32" RF: 5/32" LR: 5/32" RR: 5/32"				

CONRAD'S
Tire Express & Total Car Care

3

Sale Type: C

32954 WALKER ROAD
AVON LAKE, OH 44012
(440) 933-6600

INVOICE NO: a48540
WORK ORDER: 4440807
2:07 PM 04/25/07
SERVICE

Cust Num: a

Phone Nos: [REDACTED]

Car Model: 2002 HONDA ODYSSEY

Car Color: SILVER

License No: [REDACTED]

V.I.N.: 2HKRL18592H [REDACTED]

Technician: 6941 Mileage: 69760

Today's Ph#: 440-773-3835

P.O. Num:

Promised: 04/25/07

Writer: DONALD POOLE

Srvc Adv: DONALD POOLE

Tires inflated to: Front: 36 psi Rear: 36 psi

Tire remaining tread depths: LF: 5/32" RF: 5/32" LR: 6/32" RR: 6/32"

Line	Qty	Product Code & Description	Price	Extended
			Labor Parts	Total

3)	1	TRANSMISSION DIAGNOSTIC TEST		
		D4	42.00	.00
		CUSTOMER SATISFACTION CREDIT	-42.00	
		ABOVE SATISFACTION CREDIT OF 42.00		
		IS FOR CUSTOMER GOODWILL		

INSPECTED FOR TRANSMISSION ENGAGEMENT CONCERN.
DETERMINED THAT THE PROBLEM IS AN INTERNAL
TRANSMISSION CONCERN. CUSTOMER WILL TAKE TO
THE HONDA DEALER IN THE HOPES OF GETTING
WARRANTY COVERAGE FOR THE REPAIR.

THANKS FOR CHOOSING CONRAD'S****

Parts: .00

Invoiced by: Daniel V. Milligan

Invoice Total: .00

Balance Due: .00

CUSTOMER ACKNOWLEDGES RECEIPT OF VEHICLE AND ACCEPTANCE OF
LIMITED WARRANTY STATED ON REVERSE SIDE

Signature [REDACTED]

Print Name: [REDACTED]



4 Tires Installed - 30 Minutes
Guaranteed!

SO FAST. SO EASY. SAVES SO MUCH MONEY.



4 Tires Installed - 30 Minutes
Guaranteed!

4

AVON LAKE, OH

GANLEY HONDA

4070

25870 Lorain Road * North Olmsted, OH 44130
 Phone (440) 777-9400 FAX (440) 777-9401
 www.ganleyhonda.com E-S O-R-A-F-T
 73495621
 18372793000

SERVICE ADVISOR ED IHNOT

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P
26APR07	26APR07	62204	2HKRL18592H	681951	T408	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST. PAY LABOR RATE	
12:25	13:14	02	HONDA ODYSSEY			
MILEAGE IN	MILEAGE OUT	LICENSE NO.				
69693	69693					

CLERK: 5

REF: 0014
 CD TYPE:
 TR TYPE: PURCHASE
 INV: 342380
 DATE: APR 26, 07 12:23:37

TOTAL \$184.09

T: 1000 EXP: **/**
 548997

SERV

ACKNOWLEDGES RECEIPT OF GOODS
 MON thru FRIDAY
 SATURDAY
 7:00AM - 3

AT THE OTHER DAY CAR WOULD NOT COME OUT OF PARK
 AT ALL HAS HAS HAPPENED 20 TIMES IN THE
 LAST WEEK NO PATTERN TO THIS
 MIS MISC. REPAIR
 475 CH 97.75 97.75
 1 561512
 36750-S84-0035-35350
 SW, STOP & CRUISE 41.12 41.12 41.12
 BULB REPLACE 1 EXTERIOR BULB
 475 CH 18.95 18.95
 1 9437173 8991BOPCKT
 BULB 4.09 4.09 4.09
 DIAGNOSE TRANSMISSION CIRCUIT TRACE TO ERRATIC
 OPEN IN BRAKE LIGHT SWITCH, REPLACE SWITCH AND
 RETEST NO OTHER PROBLEMS AT THIS TIME.

EST: 99.95 26APR07 12:25 SA: 420

CUSTOMER PAY ENVIROMENTAL FOR REPAIR ORDER

9.34

Disclaimer of Warranties

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** PRE-INVOICE **



HONDA

DESCRIPTION	TOTALS
LABOR AMOUNT	116.70
PARTS AMOUNT	45.21
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.34
TOTAL CHARGES	171.25
LESS INSURANCE	0.00
SALES TAX	12.84
PLEASE PAY THIS AMOUNT	184.09

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 of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

PAID
 APR 26 PAID

Thank you for bringing your car to Ganley
 Honda for service.
 Service warranty on all parts 12 mos. or
 12,000 miles whichever occurs first.

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(SIGNED)

CUSTOMER COPY

GENERAL MANAGER OR AUTHORIZED PERSON

DATE

15

GPH-S A Appointment/Quote (New) rachelb 6801
File Perform Display Util Help Return to window exit
CAMP QUERY MAIL
Cust: [REDACTED] 2HKRL18592H [REDACTED] 02 ODYS SI
Home: [REDACTED] Work: License: Unit:

Service History for Vehicle 2H [REDACTED]

RO Number	Closed	Mileage	LC	Labor Operation
344257	06/04/07	71024	->^	A SCAN PERFORM SCAN AND COMPUTER DIAGNOS#
342656	05/01/07	69799		A MIS REPLACED 4TH GEAR PRESSURE SWITCH
342380	04/26/07	69693		
299520	08/16/04	31393		
273301	10/31/02	8298	#	
267793	07/08/02	5536		
263014	03/21/02	251	v	v

Exit (SF12)

Print (SF5)

Change Printer (F5+K)

Press F2 to display RO detail. Press Enter to select ROs to print; then SF5.

6

GPH-S A Appointment/Quote (New) rachelb 6801
File Perform Display Util Help Return to window exit
CAMP QUERY MAIL
Cust: [REDACTED] 2HKRL18592H [REDACTED] 02 ODYS SI
Home: [REDACTED] Work: License: Unit:

Service History for Vehicle 2H [REDACTED]				
RO Number	Closed	Mileage	LC	Labor Operation
344460	06/07/07	71109	->^	A INFO SEALS NOT INSTALLED CLEANED AND L#
344257	06/04/07	71024	B	BGT BG TRANSMISSION FLUSH
342656	05/01/07	69799	B	MIS MISC. REPAIR
342380	04/26/07	69693	#	
299520	08/16/04	31393		
273301	10/31/02	8298		
267793	07/08/02	5536	v	

tax & Labor

Exit (SF12) Print (SF5) Change Printer (F5+K)

Press F2 to display RO detail. Press Enter to select ROs to print; then SF5.

7

GPH-S A

Appointment/Quote (New)

rachelb 6801

File Perform Display Util Help Return to window exit

CAMP QUERY

MAIL

Cust: [REDACTED]
Home: [REDACTED] Work:

2HKRL18592H [REDACTED] 02 ODYS SI
License: [REDACTED] Unit:

Service History for Vehicle 2H [REDACTED]

RO Number	Closed	Mileage	LC	Labor Operation
353382	12/10/07	79973 ->^	A	NPF COULD NOT DUPLICATE CUSTOMERS COMP#
344460	06/07/07	71109	B	NC CUSTOMER DECLINED DIAGNOSTIC
344257	06/04/07	71024	C	EXP EXPRESS SERVICE LUBE OIL AND FILTE
342656	05/01/07	69799 #	C	MIS REPLACED OIL DRAIN PLUG (STRIPPED)
342380	04/26/07	69693		
299520	08/16/04	31393		
273301	10/31/02	8298 v		v

Exit (SF12)

Print (SF5)

Change Printer (F5+K)

Press F2 to display RO detail. Press Enter to select ROs to print; then SF5.

Automotive Specialty Services

Service Invoice: 265

Name		Company	0101631012067740	Created	05/11/09	Year	2002
Address		Address 2		Time	12:15 PM	Make	Honda
	Avon Lake, OH			Invoiced	05/14/2009	Model	Odyssey
Home		Ext#		Advisor	bbeane23	Lot#	
Work		V.I.N. #		Division	AR	Fleet#	
Fax	(1)	Eng Data		PO#		Color	
	AAA 10/01			Checked By		Miles In	101,350
				Page#	1 of 1	Miles Out	101,351

Job Description

Free Car Care Club

Lube, Oil Filter Service with Premium 51 Point Safety Inspection

Replace oil filter, oil, and drain plug gasket. fill oil to manufacturer specifications. Lube front end (if applicable), door hinges, and lock cylinders. Top off all fluids. Set tire pressure. Service battery. Check all safety lights. 51 Point Safety Inspection.

(Recommended every 3 months or 3,750 miles.)

Part Number	Description	QTY
-------------	-------------	-----

client states vehicle is sluggish between 25-35 mph, intermittently

**** Client was advised that the transmission is slipping and would have to be replaced. Issue to be addressed with Honda dealership.

**** Technician also made a note that the oil pan is going to need to be replaced due to the threads in the drain plug hole are wearing out.

Recommended Service

Tie Rod Replacement

diagnosed right outer tie rod worn, \$178.00 w/all discounts Alignment \$79.95

Date	Next Service Due
------	------------------

07/08/2009	Alignment Inspection
------------	----------------------

08/08/2009	Oil Change
------------	------------

04/17/2010	P/S Flush - Clear
------------	-------------------

AutomotiveSpecialtyServices.com

1049 Rt. 83 Avon, Ohio 44011, 440-937-AUTO (2886)

By my signature, I agree that all work was completed at the agreed upon price, and give permission to Automotive Specialty Services to contact me regarding special offers and or information via phone, fax, mail and email.

X _____

Thank You,
Brian

Invoice Total	
Labor	\$0.00
Parts	\$0.00
Sublets	\$0.00
Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00

9

GPH-S A Appointment/Quote (New) rachelb 6801
File Perform Display Util Help Return to window exit
CAMP QUERY MAIL
Cust: [REDACTED] 2HKRL18592H [REDACTED] 02 ODYS SI
Home: [REDACTED] Work: License: Unit:

Service History for Vehicle 2H [REDACTED]

RO Number	Closed	Mileage	LC	Labor Operation
376998	05/21/09	101650 ->^	A	SCAN PERFORM SCAN AND COMPUTER DIAGNOS#
359691	04/30/08	84846	B	POO PARTS ORDERED NO CURRENT STOCK
353382	12/10/07	79973 #		
344460	06/07/07	71109		
344257	06/04/07	71024		
342656	05/01/07	69799		
342380	04/26/07	69693 v		v

Exit (SF12)

Print (SF5)

Change Printer (F5+K)

Press F2 to display RO detail. Press Enter to select ROs to print; then SF5.

CUSTOMER #: 180817

145383



AIRPORT HONDA

 3069 Airport Hwy.
 Alcoa, TN 37701
 (865) 970-2300

INVOICE

PAGE 1

AVON LAKE, OH

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 655 MIKE SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	02	HONDA ODYSSEY	2HKRL18592H		105312/105312	T330	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09 DD			WAIT 04AUG09			CASH	04AUG09
R.O. OPENED		READY	OPTIONS: ENG:3.5 Liter SOHC VTEC				

13:19 04AUG09 14:10 04AUG09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES CHECK ENGINE LIGHT IS ON

CEL CODE P0740,TCC CIRCUIT MALFUNCTION.RECOMMEND

REPLACE TRANSMISSION.ESTIMATE

\$3451.79+TAX.HONDA REMAN UNIT.

451 CP

PARTS:	0.00	LABOR:	59.95	OTHER:	0.00	TOTAL LINE A:	59.95
--------	------	--------	-------	--------	------	---------------	-------

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

3.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

Disclaimer of Warranties

Any warranties on the product sold hereby are those made by 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	59.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	62.95
LESS INSURANCE	0.00
SALES TAX	5.55
PLEASE PAY THIS AMOUNT	68.50

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

#11

GPH-S A Appointment/Quote (New) rachelb 6801
File Perform Display Util Help Return to window eXit
CAMP QUERY MAIL
Cust: [REDACTED] 2HKRL18592H [REDACTED] 02 ODYS SI
Home: [REDACTED] Work: License: Unit:

Service History for vehicle 2H [REDACTED]

Detail for RO Number 384375

Open Date: 11/06/09	Mileage: 108849	Service Logon: GPH-S	#
Close Date: 11/06/09	SA Number: 450	Cashier: cindy	
Comments: HONDA OFFERED 15% GOODWILL ASSISTANCE TRANSMISSION \$2650.00			
BRAKE FLUID FLUSH \$96.710 POWER STEERING FLUSH \$69.95 WIPER			
INSERTS \$24.00 TIMING BELT KIT \$779.95			
			v

OK (F3)

Story (F5+S)

Estimate (F5+T)

Use the arrow keys to scroll through the repair order detail.

#11

GPH-S DA Appointment/Quote (New) rachelb 6783
File Perform Display Util Help Return to window exit
CAMP QUERY MAIL
Cust: [REDACTED] 2HKRL18592H [REDACTED] 02 ODYS SI
Home: [REDACTED] Work: License: Unit:

Service History for Vehicle 2H [REDACTED]

Detail for RO Number 384527

Description: TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. ^

Labor\$: 728.00 Failed Part Number: 758519 #

Parts\$: 2830.39 Failed Code: 00504

Miscellaneous\$: 0.00 Failed Part Quantity: 1

Labor Type: WH Technician Number: 413 v

OK (F3)

Story (F5+S)

Estimate (F5+T)

Use the arrow keys to scroll through the repair order detail.

GPH-S DA

Appointment/Quote (New)

rachelb 6783

File Perform Display Util Help Return to window exit

CAMP QUERY

MAIL

Cust: [REDACTED]
Home: [REDACTED] Work:

2HKRL18592H [REDACTED] 02 ODYS SI
License: Unit:

Service History for Vehicle 2H [REDACTED]

Detail for RO Number 384527

Op Code: 218102K	Comeback RO Number:	^
Description: TO CLEAN RADIATOR TRANSMISSION COOLER WITH G-TEC CLEANER		#
ADD.		
Labor\$: 33.60		
Parts\$: 0.00		
Miscellaneous\$: 0.00		v

OK (F3)

Story (F5+S)

Estimate (F5+T)

Use the arrow keys to scroll through the repair order detail.

Avon Lake, OH



1000



60443

U.S. POSTAGE
PAID
AVON LAKE, OH
44012
MAY 08, 13
AMOUNT

\$1.52
00040454-05

Highway Traffic Safety Administration
4749 Lincoln Mall Drive
Suite 300 B
Matteson, IL

60443-3800

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Region 5
4749 Lincoln Mall Drive, Suite 300B
Matteson, IL 60443-3800

Official Business
Penalty for Private Use \$300



US DOT NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, D.C. 20590

ATTENTION: VEHICLE COMPLAINTS