

NHTSA ccmMercury Routing Slip



CL-10533547-9259

Printed: 7/26/2013

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

NHTSA #: ES13-003160

XREF #:

Delivery: CRT

Rec'd Date: 7/26/2013

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 7/16/2013

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: CERTIFIED LETTER (7011 0470 003 0649 3438) FROM CHRIS JACKSON REPRESENTING HIS NEPHEW, [REDACTED] REGARDING PAID REPAIRED WORK HE HAD DONE TO HIS 2003 HONDA PILOT AND LATER RECEIVED RECALL NOTICES ABOUT THE PROBLEM; HE IS SEEKING REIMBURSEMENT

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date: 7/26/2013

Most Recent Comment:

Author:

CHRIS JACKSON ATTORNEY AT LAW

1812 CENTRE CREEK DRIVE

SUITE 275

AUSTIN, TX 78754

Tel: 512-478-1699 Fax: 512-821-2943 E-mail: attorneychrisjackson.com

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/26/2013		7/26/2013
NVS-010	INFORMATION	7/26/2013		7/26/2013

JUL 29 2013

NM
73013
GMD

CHRIS JACKSON
ATTORNEY AT LAW

BOARD CERTIFIED IN PERSONAL INJURY TRIAL LAW
TEXAS BOARD OF LEGAL SPECIALIZATION

1812 Centre Creek Drive
Suite 275

Austin, Texas 78754

Website: attorneychrisjackson.com

TELEPHONE (512) 478-1699

July 16, 2013

EXECUTIVE SECRETARY
2013 JUL 26 AM 11:38
FACSIMILE (512) 821-2943
RECEIVED - TSSA

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

Certified Mail
Return Receipt Requested
7011 0470 0003 0649 3452

Honda of San Marcos
4300 IH-35 South
San Marcos, TX 78666
512-392-1313

Certified Mail
Return Receipt Requested
7011 0470 0003 0649 3445

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

Certified Mail
Return Receipt Requested
7011 0470 0003 0649 3438

Re: Owner: [REDACTED]
Vehicle: 2003 Honda Pilot
VIN #: 2HKYF18473H [REDACTED]

Dear Sir or Madam:

I represent my nephew, [REDACTED] He has related the following facts to me:

1. He purchased the captioned vehicle from Gillman Honda in Roseberg, Texas on or about May 2003. He purchase the vehicle when it was new and he has purchased three other Honda automobiles since then.
2. On or about December 21, 201, the key became stuck in the ignition of this vehicle and could not be removed with the assistance of the dealer.
3. [REDACTED] asked if the cost of the repair would be covered by Honda.
4. The dealer, however, insisted on payment from [REDACTED] in the amount of \$624.41. Attached is a copy of the receipt for payment.

ES13-003160

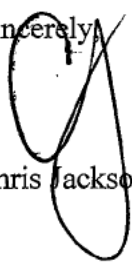
5. This particular defect, which apparently results from an improper setting of the cable connecting the shift lever to transmission at the shift lever bracket, is a common problem with Hondas.
6. After he paid to repair this ignition related problem, he received recall notices from Honda concerning the ignition interlock switch on this vehicle. These notices said that there would be no charge for repairing the defective ignition component.

If you believe any of the numbered statements above are untrue or incomplete, please provide me with a written correction of each error or omission. Assuming the facts to be as stated, however, [REDACTED] and I believe he should be reimbursed for the cost of his repair by the dealer or by Honda. I am requesting that a check in the amount of **\$624.41** be forwarded to [REDACTED] at [REDACTED], Sequin, Texas [REDACTED]

Please let me know if you are unwilling or unable to comply with this request.

Thank you for your cooperation.

Sincerely,


Chris Jackson

CJ/ka

cc: [REDACTED]

Enclosures



Instructions for Reimbursement

Safety Recall: 2003-04 Pilot Key Is Removable With Shift Lever Out of Park

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the ignition switch interlock replaced.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

- ✓ Complete this reimbursement form.
- ✓ Attach a copy of the repair receipt or invoice. A copy of the repair Invoice from an authorized Honda dealer or independent repair facility, indicating the replacement of the Ignition switch interlock, will meet this need. This invoice should show your vehicle's model, vehicle Identification number (VIN), the name and address of the facility that did the repair, the itemized cost of the repair (parts and labor), and the date the work was completed.
- ✓ Attach proof of payment, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- ✓ Mail this completed form and the copies of the receipts and invoices to:

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509-2964

Please allow 6 to 8 weeks for reimbursement.

Failure to include proper documentation can delay your reimbursement. If you have questions, please call your local authorized Honda dealer. If they cannot help you, call 800-999-1009, and select option 4.

Fill in the blanks below. Please print clearly, and provide complete information.

Name		Daytime telephone number	
Address		Apt. No.	
City	State	Zip Code	
2HKYF18473H	160048	\$ 624.41	
Vehicle Identification Number (VIN) REQUIRED		Total amount requested	
Name of facility that did the repair			

1. Complete this form and attach a copy of the repair receipt or invoice and proof of payment. 2. Mail this completed form and the copies of the receipts and invoices to: American Honda Motor Co., Inc., Automobile Customer Service, P.O. Box 2964, Torrance, CA 90509-2964.

1. Complete this form and attach a copy of the repair receipt or invoice and proof of payment. 2. Mail this completed form and the copies of the receipts and invoices to: American Honda Motor Co., Inc., Automobile Customer Service, P.O. Box 2964, Torrance, CA 90509-2964.

Make sure to include all required supporting information with your request.

(Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente al 800-999-1009 y seleccione la opción 4.)

Campaign #S73 / Service Bulletin #13-011

0027-01-00-0094528-0003-1012/28

8/17/13



4300 IH-35 SOUTH
SAN MARCOS, TX 78666
Phone (512) 392-1313
Fax (512) 805-6262

www.hondasanmarcos.com



Service Department Hours
Mon - Fri 7:30 am - 6:00 pm
Sat 9:00 am - 5:00 pm

HOC598189



01011HOC598189

CUSTOMER NO. 29752	ADVISOR JUAN ESQUIVEL	774	355	INVOICE DATE 12/21/10	INVOICE NO. HOC598189
	LABOR RATE		MILEAGE 160,048	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 03/HONDA/PILOT/5DR 4WD EX AT			DELIVERY DATE	DELIVERY MILES
SEGUIN, TX	VEHICLE ID. NO. 2 H K Y F 1 8 4 7 3 H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.C. NO.	A.D. DATE 12/18/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 160052

JOB# 1 CHARGES

LABOR: 191.10
C/STATES INTERIOR TRIM TECH(S):340
TOWED-IN
REPLACE IGNITION LOCK CYL. & SUBLET LOCK CYL TO
GET REKEY TO DOORS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		35114-S9A-A01	KEY, BLAN 0000000	22.37	22.37	22.37
	1		35113-S9A-A01	KEY, BLAN 0000000	37.01	37.01	37.01
	1		35100-S9V-A02	LOCK ASSY 0000000	243.74	243.74	243.74
TOTAL - PARTS							303.12

SUBLET	PD#	VEND	INV#	INV. DATE	DESCRIPTION	PRICE
	30370			12/21/10	TWO KEYS	81.25
TOTAL - SUBLET						81.25

JOB# 1 TOTALS

LABOR 191.10
PARTS 303.12
SUBLET 81.25

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 575.47

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	HA	HAZARDOUS WASTE DISPOSAL		1.00
JOB # A	SS	SHOP SUPPLIES		22.93
TOTAL - MISC				23.93

TOTALS

*****		TOTAL LABOR....	191.10
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	303.12
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET....	81.25
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG....	23.93
		TOTAL MISC DISC....	0.00
		TOTAL TAX.....	25.01
		TOTAL INVOICE \$	624.41

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oils, caustics, leads, asbestos, oil filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as Shop Supplies. A charge for disposal of hazardous waste items will be shown as Environmental Fees.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described, such lien to secure the cost of the repairs made to such vehicle.

Customer Signature

NOTICE PURSUANT TO PROPERTY CODE § 70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 8.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the person responsible or agent for payment
The Reynolds and Reynolds Company BRANTINE
SF031009 C (07/10)



February 2013

NHTSA Recall 12V-573

IMPORTANT SAFETY RECALL NOTICE

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2003-2004 model year Pilot vehicles. Under certain conditions, the interlock lever in the ignition switch may become deformed. The interlock ensures the automatic transmission is in Park before the ignition key can be removed. Interlock failure may allow the ignition key to be removed when the gear selector lever is not in Park. If the driver fails to engage the parking brake, the vehicle could roll away, increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired **at no cost to you**. The dealer will inspect your vehicle and install an updated shift interlock lever and, if necessary, replace any necessary part of the ignition switch. The complete process may take approximately 30 or 64 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

What to do if you feel this notice is in error.

Registration records indicate that you are the current owner or lessee of a 2003-2004 Honda Pilot involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

What if you already had your vehicle repaired for this issue.

If you previously paid to have the ignition interlock replaced, you may be eligible for reimbursement. Refer to the attached instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4. U.S. customers can also locate a dealer online at HondaCars.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

CERTIFIED MAIL



7011 0470 0003 0649 3438

Chris Jackson

Attorney at Law

1812 Centre Creek Dr., Suite 275
Austin, TX 78754



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

W40-304