



SEP 26 2013

CL-10545962-4773

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

CONSUMER COMPLAINT FORM

www.attorneygeneral.gov

Office Use Only Complaint #	Investigator:	Code 1	Code 2	Bureau of Consumer Protection 1001 State Street, Suite 1009 Erie, PA 16501 (814) 871-4371
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RECEIVED

SEP - 9 2013

YOUR NAME

Office of Attorney General

TRAM.

CITY

STATE

ZIP

COUNTY

MASURY, O.

HOME PHONE NUMBER

BEST NUMBER TO CALL DURING THE DAY

SHENANGO HONDA HERMITAGE, PA. 16148

NAME OF BUSINESS COMPLAINT IS AGAINST
CUSTOMER SERVICE

HONDA AMERICA INC.

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

1919 TORRANCE BLVD. MAIL STOP 500-2N-7A

ADDRESS

TORRANCE, CA. 90501-2746

CITY

STATE

ZIP

COUNTY

800-999-1009

FAX: 310-783-3023

PHONE

WEBSITE/E-MAIL ADDRESS

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
2013 HONDA ACCORD EXL	10-12-12	34,045.50

To what other agencies have you
complained?

NATIONAL CENTER FOR -
DISPUTE SETTLEMENT

What action was taken?

PENDING

Have you retained an attorney? ☐ Yes ☒ No

If yes, please provide your attorney's name, address and telephone number:

Have you filed a legal action? ☐ Yes ☒ No

If yes, please state WHEN, WHERE and WHAT decision was made?

Your Age:

- ☐ 18-29
☐ 30-44
☐ 45-59
☒ 60 or older

How did you find
out about us:

- ☐ Visited Office
☐ Attended
County/Senior Fair
or Speaking
Engagement
☐ State
Legislator/Agency
☐ News Story
☐ Internet
☐ Other - Please
Specify

(This information
will be used for
Statistical &
Enforcement
Purposes Only)

1-800-441-2555

NAH
92713
SMD

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

SEE ATTACHED (VEHICLE PROBLEM)

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

WE ARE ASKING FOR A NEW VEHICLE OF SAME
AT NO COST TO US, AS THIS VEHICLE IS DEFINITELY A
LEMON LAW ISSUE

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection ("Bureau"), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau's jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

NOTE that we cannot mediate a matter which is or has been the subject of legal action.

Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process, and further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint, and that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

[Redacted Signature]

YOUR SIGNATURE

9-5-13

DATE

VEHICLE PROBLEM

HONDA DEALER SHENANGO HONDA, HERMITAGE PA. WAS UNABLE TO REPAIR OR CORRECT ANY NON CONFORMITIES AFTER A REASONABLE NUMBER OF REPAIRS OVER A TEN (10) MONTH PERIOD.

THIS PROBLEM WITH THE TPMS PERSISTED FROM THE SECOND WEEK OF OWNERSHIP AND POSSESSION OF SAID VEHICLE. THE TIRE PRESSURE LIGHT IS THE PROBLEM COMING ON AT RANDOM ON A MONTHLY BASIS.

HONDA STATES "AFTER TEN (10) MONTHS THAT IT IS A SOFTWARE PROBLEM BUT HAS NO CLUE WHEN THE SO CALLED SOFTWARE WILL BE AVAILABLE".

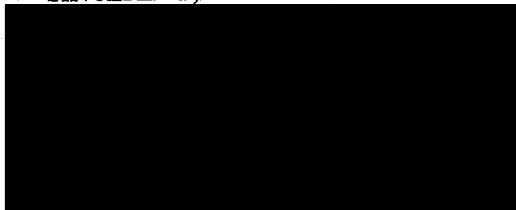
WE FIRMLY FEEL THIS DEFINITLY IS A SAFTY PROBLEM. WE TRANSPORT OUR GRANDCHILDREN QUITE OFTEN. WE ALSO HAVE TO BE CONCERNED FOR THE SAFTETY OF OTHERS ON THE ROAD AS WELL AS FOR OURSELVES. HOW DO WE KNOW IF THE TIRES ARE LOW ON PRESSURE OR WILL WE BE OK TO GET TO A DEALER IN TIME. WE HAVE BEEN ON TRIPS TO CINCINATI, OHIO WHERE THE TIRE PRESSURE LIGHT CAME ON. ALSO TO MYRTLE BEACH , N.C.. CAN YOU IMAGINE THE FRUSTRATION AND ANXIETY WE HAVE TO GO THROUGH? --

WE BOUGHT A NEW CAR WHICH SHOULD NOT HAVE TO BE TAKEN TO THE DEALER EVERY MONTH.

WE HAVE INCLUDED ALL DOCUMENTATION AND PHONE CONVERSATIONS WITH HONDA CALIFORNIA AND THE DEALERS.

THIS CAR HAS A SAFTY PROBLEM TO US AND IS DEFINITELY A LEMON. SHOULD HONDA TAKE TEN(10) MONTHS TO FIND A SOLUTION?

SINCERELY,



ATTACHMENTS INCLUDED

JUNE 3, 2013 ALESSIA CUSTOMER SERVICE HONDA CALF.
JUNE 5, 2013 REVIEW CASE WORKER RESOLUTION
JUNE 17, 2013 MICHELIN ABOUT GREEN STEMS TIRES
JUNE 18, 2013 CASE WORKER JENNIFER HONDA CALF.
JUNE 20, 2013 CASE WORKER JENIFER HONDA, CALF
JUNE 22 2013 JENIFER CASE WORKER HONDA .CALF
JULY 25 2013 CASE WORKER RETURN CALL TO JENNIFER
JULY 30 2013 TALK TO JENNIFER, HONDA CALF.
AUG. 9 2013 CASE WORKER JENNIFER, HONDA CALF.
AUG 16 2013 CASE WORKER JENNIFER HONDA CALF.
AUG. 23 2013 CASE WORKER JENNIFER HONDA CALF.
AUG. 27 2013 MEET WITH DISTRICT MANAGER FROM HONDA
AUG. 29 2013 CASE WORKER JENNIFER HONDA CALF.

THESE ARE THE DATES THAT I SPOKE TO SOMEONE CONCERNING THIS ISSUE.. I HAVE
MANY HOURS AND MY TIME IN THIS PROBLEM AND STILL Honda cannot FIND THE
PROBLEM. ALONG WITH ALL OUR FRUSTRATION I BELIEVE THIS CAR IS A LEMON LAW
ISSUE.

CUSTOMER #: 20787

134266

**SHENANGO
HONDA**

3965 East State Street

Hermitage, PA 16148

(724) 981-7106 • 800-858-0849 • Fax (724) 981-2225

www.shenangohonda.com

INVOICE

DUPLICATE 1
PAGE 1

MASURY, OH

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 57 DARRELL K SWANSON

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
ALABASTER	13	HONDA ACCORD		1HGCR3F86DA		3225/3226		T627
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
12OCT12 DD			17:00 25MAR13		84.00	CASH	25MAR13	
R.O. OPENED		READY	OPTIONS: STK:50462 DLR:207540 ENG:J35Y11000677					

09:12 25MAR13 11:08 25MAR13

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A COMPLETE MULTI POINT INSPECTION, INCLUDING FREE BATTERY TEST AND

CHECKING TIRE TREAD DEPTH

MP COMPLETE MULTI POINT INSPECTION, INCLUDING FREE

BATTERY TEST AND CHECKING TIRE TREAD DEPTH

47 CPH

0.00

0.00

B COMPLETE CAMPAIGN 13-001

CAUSE: UPDATE AUDIO SOFTWARE

0535A1 AUDIO/NAVI SYSTEM SOFTWARE UPDATE

47 WPH

(N/C)

CC: S8400

FC: 5HG00

PART#: 39542-T2A-A91

COUNT: 1

CLAIM TYPE:

AUTH CODE:

C CUST STATES THAT LOW TIRE PRESSURE LIGHT IS ON FOR THIRD OR FOURTH
TIME

6 ADJUST TIRE PRESSURE TO 33 PSI

47 CPH

0.00

0.00

DEAR VALUED CUSTOMER - YOU MAY RECEIVE A
QUESTIONNAIRE FROM HONDA. WOULD YOU PLEASE

CALL US FIRST IF YOU CANNOT SELECT THE

HIGHEST SCORE OF "EXCELLENT" BEFORE

RETURNING YOUR SURVEY. THANK YOU

YOUR SERVICE TEAM

*Thank you for letting us be your servicing dealer.
Your next scheduled service visit will
be _____ miles or*

Month Day Year

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

**WARRANTY STATEMENT AND
DISCLAIMER:** THE DEALER HEREBY
DISCLAIMS ALL WARRANTIES,
EXPRESSOR IMPLIED, INCLUDING
ANY IMPLIED WARRANTIES 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 ANY PARTS OR THIS REPAIR.

I authorize the retrieval of
on-board data as needed to
facilitate vehicle repair, as well
as sharing of that data with the
manufacturer for diagnostic and
research purposes.

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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Attention Customers: We assume no responsibility for theft of item or damage to any vehicle parked on these premises. This Honda Dealer uses Honda Genuine
Parts for service maintenance and repairs. We may substitute new parts of another manufacturer when necessary for customer or dealer convenience.

CUSTOMER

R/O TAG NUMBER <u>134 266</u>	NEXT SERVICE DUE
VIN <u>[REDACTED]</u>	MILEAGE <u>3225</u>
SERVICE ADVISOR <u>57</u>	TECHNICIAN <u>47</u>

☒ Satisfactory
 ☐ May Require Future Attention
 ☐ Requires Immediate Attention

Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps	☒	☒
Interior light	☒	☒
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition	☒	☒
Parking brake	☒	☒
Horn operation	☒	☒
Clutch operation (if applicable)	☒	☒
Cabin air filter replaced at owner's manual service interval	☐ Yes ☐ No	

Battery Performance (See attached EO-18 protocol)	
Good	☒
Replace	☐

Under Hood	
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid	☒
External drive belts and radiator hoses	☒
Hydraulic clutch reservoir fluid (M/T vehicles)	☒
Engine air filter replaced at owner's manual service interval	☐ Yes ☐ No

Under Vehicle	
Brake lines/Hoses/Parking brake cable	☒
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals	☒
Exhaust system	☒
Engine oil and/or fluid leaks	☒
Drive shaft boots/Constant velocity boots and bands	☒

Comments

Left Front	Wear pattern	Wear pattern	Right Front
	Tire tread <u>2</u> 32nds	Tire tread <u>9</u> 32nds	
Left Rear	Wear pattern	Wear pattern	Right Rear
	Tire tread <u>9</u> 32nds	Tire tread <u>9</u> 32nds	
Spare	Wear pattern	Front tire inflation set to <u>33</u> psi Rear tire inflation set to <u>33</u> psi	
	Tire tread <u> </u> 32nds		

Brake Condition			
Left Front	<u>10</u> mm	<u>10</u> mm	Right Front
Left Rear	<u>9</u> mm	<u>9</u> mm	Right Rear
Brakes not inspected on this visit ☐			

Please Indicate Areas of External Damage or Wear		

*Note: Brake fluid NOT filled – fluid level indicates pad wear

CUSTOMER.#: 20787

135403

**SHENANGO
HONDA**3965 East State Street
Hermitage, PA 16148(724) 981-7106 • 800-858-0849 • Fax (724) 981-2225
www.shenangohonda.com

INVOICE

PAGE 1

MASURY, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 56 TODD COURTNEY

BUS:		COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG
ALABASTER-		13	HONDA ACCORD		1HGCR3F86DA						5589/5589		T701
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT	INV. DATE
12OCT12 DD						17:00 20MAY13				0.00		CASH	20MAY13
R.O. OPENED			READY			OPTIONS: STK:50462 DLR:207540 ENG:J35Y11000677							

08:43 20MAY13 09:26 20MAY13

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

A CUSTOMER STATES THIS IS THE 4TH TIME SINCE OCTOBER THAT TPMS LIGHT
HAS COME ON

GR CHECKED TIRE PRESSURE REARS AT 38 FRONT AT 37

ADJUSTED ALL TIRE PRESSURE TO 33 AND

RECALIBRATED SYSTEM

47 IMS

(N/C)

B COMPLETE MULTI POINT INSPECTION, INCLUDING FREE BATTERY TEST AND
CHECKING TIRE TREAD DEPTH

MP COMPLETE MULTI POINT INSPECTION, INCLUDING FREE

BATTERY TEST AND CHECKING TIRE TREAD DEPTH

47 IMS

(N/C)

DEAR VALUED CUSTOMER - YOU MAY RECEIVE A
QUESTIONNAIRE FROM HONDA. WOULD YOU PLEASE
CALL US FIRST IF YOU CANNOT SELECT THE
HIGHEST SCORE OF "EXCELLENT" BEFORE
RETURNING YOUR SURVEY. THANK YOU
YOUR SERVICE TEAM

*Thank you for letting us be your servicing dealer.
Your next scheduled service visit will
be _____ miles or*

Month

Day

Year

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

**WARRANTY STATEMENT AND
DISCLAIMER:** THE DEALER HEREBY
DISCLAIMS ALL WARRANTIES
EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTIES 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 ANY PARTS OR THIS REPAIR.

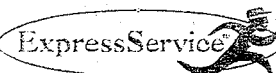
I authorize the retrieval of
on-board data as needed to
facilitate vehicle repair, as well
as sharing of that data with the
manufacturer for diagnostic and
research purposes.

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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Attention Customers: We assume no responsibility for theft of item or damage to any vehicle parked on these premises. This Honda Dealer uses Honda Genuine
Parts for service maintenance and repairs. We may substitute new parts of another manufacturer when necessary for customer or dealer convenience.

CUSTOMER

Honda Multi-Point Vehicle Inspection Checklist

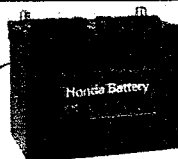


R/O TAG NUMBER / <u>35803</u> <u>02-603</u> / <u>701</u>	NEXT SERVICE DUE
VIN <u>[REDACTED]</u>	MILEAGE <u>5509</u>
SERVICE ADVISOR <u>58</u>	TECHNICIAN <u>47</u>

☒ Satisfactory
 ☐ May Require Future Attention
 ☐ Requires Immediate Attention

Interior/Exterior	
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps	☒
Interior light	☒
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition	☒
Parking brake	☒
Horn operation	☒
Clutch operation (if applicable)	☒
Cabin air filter replaced at owner's manual service interval	☒ Yes ☐ No

Battery Performance (see manual FD-10 manual)	
Good	☒
Replace	☐



Under Hood	
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid	☒
External drive belts and radiator hoses	☒
Hydraulic clutch reservoir fluid (M/T vehicles)	☒
Engine air filter replaced at owner's manual service interval	☒ Yes ☐ No

Under Vehicle	
Brake lines/Hoses/Parking brake cable	☒
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals	☒
Exhaust system	☒
Engine oil and/or fluid leaks	☒
Drive shaft boots/Constant velocity boots and bands	☒

Comments

Tire Condition			
Left Front	Wear pattern	Wear pattern	Right Front
	Tire tread <u>8</u> 32nds	Tire tread <u>8</u> 32nds	
Left Rear	Wear pattern	Wear pattern	Right Rear
	Tire tread <u>8</u> 32nds	Tire tread <u>8</u> 32nds	
Spare	Wear pattern	Front tire inflation set to <u>33</u> psi	
	Tire tread <u>32</u> nds	Rear tire inflation set to <u>33</u> psi	

Brake Condition			
Left Front	<u>11</u> mms	<u>11</u> mms	Right Front
Left Rear	<u>10</u> mms	<u>10</u> mms	Right Rear
Brakes not inspected on this visit ☐			

Please Indicate Areas of External Damage or Wear		

*Note: Brake fluid NOT filled – fluid level indicates pad wear

TPMS LIGHT ON POSSIBLE DTC 151-11(SPECIAL CAL PROCEDURE)

Tech Line Knowledge Base			
Name:	17507	Issue Date:	20-Feb-2013
Source:	HTL-INFO	Expiration Date:	(NOT SET)
Form?	No	Hot?	No
Fax?	Yes	Hot Expiry Date:	(NOT SET)
Rank:	2	Distribution:	A-All
Remarks:			
Application Matrix		Codes	Attachments / Linked Documents
Model	Years	Code	Description
ACCORD V6	2013- 2013	4590	TPMS CODE:
ACCORD PHEV	2014- 2014		
ACCORD	2013- 2013		
Article Content			
Problem: Low pressure indicator is on, DTC 151-11 may be stored.			
Probable Cause: Calibration was not performed correctly at PDI, after correcting tire pressure, rotating tires, or repacing tire(s).			
Solyution: Perform calibration <i>(Use special procedure if calibration has already been attempted.)</i>			
<u>Special Procedure (Must be done by dealer technican)</u>			
1. Set tire pressure to 42 psi on a COLD tire.			
2. Perform calibration.			
3. Once completed allow 2 hours minimum for tires to cool.			
4. Set tire pressure to door placard recommendation			
5. Perform calibration again.			
Note: <i>In the event that a customer or technician attempts to perform a calibration without correcting the issue that caused the tire pressure warning indicator to illuminate the system has a Calibration Comparison Logic. When performing a calibration, the system compares the calculations during the failure to the calculations during the calibration. If they are the same the indicator will be illuminated again within 20 minutes of the calibration being attempted (or started). For more details, see the 2013 Accord TPMS System Description in ISIS and the self-study module SSC16 Indirect Tire Pressure Monitoring System.</i>			
SAFETY INFORMATION: The information in this document is intended for use only by skilled Technicians who have the proper tools, equipment, and training to correctly and safely maintain the affected vehicle. These procedures should not be attempted by "do-it-yourselfers"			

Customer Name: _____		Phone: _____		Time to ASM _____		Date: _____	
QTY	Parts Description & Part #	Sale	Total Amount of Estimate: _____				
			Repair Estimate #1	Repair Estimate #2	Repair Estimate #3	Repair Estimate #4	
	Desc.		Desc.	Desc.	Desc.	Desc.	
	Labor		Labor	Labor	Labor	Labor	
	Part #		Parts	Parts	Parts	Parts	
	57110-T2G-A02		S/M	S/M	S/M	S/M	
	Desc.		Tax	Tax	Tax	Tax	
	Part #		Total	Total	Total	Total	
	Desc.		Auth: Y/N	Auth: Y/N	Auth: Y/N	Auth: Y/N	
	Part #		Repair Estimate #5	Repair Estimate #6	Repair Estimate #7	Repair Estimate #8	
	Desc.		Desc.	Desc.	Desc.	Desc.	
	Labor		Labor	Labor	Labor	Labor	
	Part #		Parts	Parts	Parts	Parts	
	Desc.		S/M	S/M	S/M	S/M	
	Part #		Tax	Tax	Tax	Tax	
	Desc.		Total	Total	Total	Total	
	Part #		Auth: Y/N	Auth: Y/N	Auth: Y/N	Auth: Y/N	
			Total Amount Auth. _____		Repairs OK'D by: _____		
			Approval Date/Time _____		Promise Date/Time _____		
Tire Information: _____							
Technician Comments: _____							
/ CHECK TIRE PRESS LIFE ON - TALKED TO TECH LINE CALIBRATE SYSTEM WITH SPECIAL PROCEDURE - CUSTOMER DROPPED OFF CAR TIRES COULD SET TO 42 PSI CALIBRATE SYSTEM - ROAD TEST TO FINISH CAL. LET CAR SIT 2 HRS TIRES COULD SET TO 33 PSI PER CAR LABE RECALIBRATE - ROAD TEST TO FINISH CAL.							

CUSTOMER #: 20787

135644

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HONDA**3965 East State Street
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www.shenangohonda.com

INVOICE

DUPLICATE 2
PAGE 1

MASURY, OH

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 56 TODD COURTNEY

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
ALABASTER	13	HONDA ACCORD		1HGCR3F86DA		6076/6205		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
12OCT12 DD			17:00 06JUN13		0.00	COUPS	05JUN13	
R.O. OPENED		READY		OPTIONS: STK:50462 DLR:207540 ENG:J35Y11000677				

11:28 31MAY13 13:47 05JUN13

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES THAT TPMS LIGHT HAS COME ON AGAIN SEE HISTORY

CAUSE: PERFORMED SPECIAL CALIBRATION PROCESS AS PER TECH LINE

571099 PERFORM SPECIAL CALIBRATION PROCESS ON VSA

AS PER TECH LIN

47 WPH

(N/C)

FC: 03217

PART#: 57110-T2G-A02

COUNT: 1

CLAIM TYPE:

AUTH CODE:

B** 1 DAY FREE LOANER CAR

GR 1 DAY FREE LOANER

56 CPH

0.00

0.00

MISC SUBLET FOR LOANER CAR FROM ENTERPRISE RENTAL CAR

CPH

30.00

30.00

DEAR VALUED CUSTOMER - YOU MAY RECEIVE A
QUESTIONNAIRE FROM HONDA. WOULD YOU PLEASE
CALL US FIRST IF YOU CANNOT SELECT THE
HIGHEST SCORE OF "EXCELLENT" BEFORE
RETURNING YOUR SURVEY. THANK YOU
YOUR SERVICE TEAM

*Thank you for letting us be your servicing dealer.
Your next scheduled service visit will
be _____ miles or*

Month

Day

Year

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

**WARRANTY STATEMENT AND
DISCLAIMER:** THE DEALER HEREBY
DISCLAIMS ALL WARRANTIES,
EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTIES 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 ANY PARTS OR THIS REPAIR.

I authorize the retrieval of
on-board data as needed to
facilitate vehicle repair, as well
as sharing of that data with the
manufacturer for diagnostic and
research purposes.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	30.00
LESS ADJUSTMENT	31.80
SALES TAX	1.80
PLEASE PAY THIS AMOUNT	0.00

Attention Customers: We assume no responsibility for theft of item or damage to any vehicle parked on these premises. This Honda Dealer uses Honda Genuine Parts for service maintenance and repairs. We may substitute new parts of another manufacturer when necessary for customer or dealer convenience.

CUSTOMER

Tech Line

CLOSE

Help Print

Tech Line

DPTS Name D464483 - STAUP WILLIAM Access Code 20754031012

The Tech Line access code should only be used to start a new Tech Line contact.
Use the 7-digit Tech Line reference number for all subsequent calls on this problem.

Vehicle Information

VIN	1HGCR3F86DA	Model	ACCORD	Model Year	2013
Mileage	6076	DTC	151-11	RO Number	135644

Complaint Information

Tech Line Group GENERAL

Original Complaint CUSTOMER HAS ONGOING PROBLEM WITH TPMS LIGHT COMING ON FOR NO REASON, WE HAVE RECALIBRATED SYSTEM PROPERLY, NO VSA LIGHT OR VSA DTC.

1-800-824-6632

Lindsay

Reference #

343-7711

CLERAC, LLC, 2978 E STATE ST, HERMITAGE, PA 161482757 (724) 347-0460

RENTAL AGREEMENT REF#
270150 58HBGZRENTER
[REDACTED]**DATE & TIME OUT**

06/05/2013 09:07 AM

DATE & TIME IN

06/05/2013 01:46 PM

BILLING CYCLE

24-HOUR

VEH #1 2013 CHEV IMPA 1LTZ

VIN# 2G1WC5E34D1 [REDACTED]

LIC# [REDACTED]

MILES DRIVEN 27

BILL TO ACCOUNT

SHENANGO HONDA

ATTN: TOM

3965 E. STATE ST.

HERMITAGE, PA 16148

CLAIM INFO

NEED PO

TYPE CAR: ACCORD

SHOP: SHENANGO HONDA

PHONE: (724) 981-7106

ATTN: TOM

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/05 - 06/05	1	DAY	\$28.00	\$28.00
REFUELING CHARGE	06/05 - 06/05				\$0.00
Subtotal:					\$28.00

Taxes & Surcharges

PA TRANSPORTATION FEE	06/05 - 06/05	1	DAY	\$2.00	\$2.00
Total Charges:					\$30.00

Bill-To / Deposits**SHENANGO HONDA**

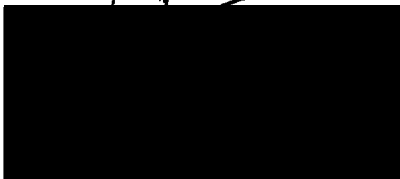
TIME & DISTANCE	06/05 - 06/05	1	DAY		
REFUELING CHARGE	06/05 - 06/05				
PA TRANSPORTATION FEE	06/05 - 06/05	1	DAY		
Subtotal:					(\$30.00)

Total Amount Due**\$0.00****PAYMENT INFORMATION**
AMOUNT PAID TYPE

CREDIT CARD NUMBER



SHENANGO HONDA
TPMS ON HONDA ACCORD



beginning
is the most
important
part of the
work."

PLATO

NEW WORD

zocalo: the public square of a Mexican city or town

ON THIS DAY

1934: Infamous criminal Charles ("Pretty Boy") Floyd was fatally shot near East Liverpool, Ohio, by FBI agents. Drawn into crime by the poverty of the Dust Bowl, Floyd was dubbed "the Robin Hood of the Cookson Hills" for his destruction of mortgage papers during bank robberies.

BORN TODAY

DORIS LESSING
CATHERINE DENEUE
JEFF GOLDBLUM
SPIKE JONZE

Puzzability's TAKE A BREAK

Take the word for a person from a particular region of Europe. Change its third letter and then reverse it to get a capital of a non-European country. What are they?

OCTOBER							NOVEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6					1	2	3	
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	

Monday
October

LABOUR DAY
(NEW ZEALAND)

22

6-5-13

June 5, 2013

Deflate + put
42 pressure in all
tires. Let cool

Inflate to 33 pressure
wait - 2 hr
and Then Recalibrate.

asked about gr. stems

Honda does not put
N₂ only regular
air.

* No explanation of why *

gr. Stem on Tire.

CUSTOMER #: 20787

135934

**SHENANGO
HONDA**3965 East State Street
Hermitage, PA 16148(724) 981-7106 • 800-858-0849 • Fax (724) 981-2225
www.shenangohonda.com

INVOICE

PAGE 1

MASURY, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 61 KAREN SHEPPARD

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
ALABASTER	13	HONDA ACCORD		1HGCR3F86DA		6301/6301		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
12OCT12 DD			17:00 13JUN13		0.00	CASH	13JUN13	
R.O. OPENED		READY		OPTIONS: STK:50462 DLR:207540 ENG:J35Y11000677				

13:40 13JUN13 14:32 13JUN13

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

C** LUBE OIL AND FILTER CHANGE-INCLUDES TOP OFF FLUIDS & SET AND ADJUST TIRE PRESSURE

CAUSE: LUBE OIL AND FILTER CHANGE, INCLUDES TOP OFF FLUIDS AND SET TIRE PRESSURE

LOF LUBE OIL AND FILTER CHANGE-INCLUDES TOP OFF FLUIDS & SET AND ADJUST TIRE PRESSURE

2 CEXP					11.15	11.15	
1 15400-PLM-A01 FILTER, OIL				7.04	7.04	7.04	
1 94109-14000 WASHER, DRAIN (14MM)				0.37	0.30	0.30	
5 00W20 HONDA 0W20 OIL DRUM				3.30	3.30	16.50	
PARTS DISCOUNT APPLIED TO THIS OPERATION							
2 CPDH					-5.48	-5.48	
LABOR DISCOUNT APPLIED TO THIS OPERATION							
2 CLDH					-5.48	-5.48	

D** ROTATE TIRES

CAUSE: ROTATE TIRES

ROT ROTATE TIRES

2 CEXP					15.95	15.95	
--------	--	--	--	--	-------	-------	--

E** COMPLETE MULTI POINT INSPECTION, INCLUDING FREE BATTERY TEST AND CHECKING TIRE TREAD DEPTH

MP COMPLETE MULTI POINT INSPECTION, INCLUDING FREE BATTERY TEST AND CHECKING TIRE TREAD DEPTH

2 CEXP					0.00	0.00	
--------	--	--	--	--	------	------	--

DEAR VALUED CUSTOMER - YOU MAY RECEIVE A QUESTIONNAIRE FROM HONDA. WOULD YOU PLEASE CALL US FIRST IF YOU CANNOT SELECT THE HIGHEST SCORE OF "EXCELLENT" BEFORE RETURNING YOUR SURVEY. THANK YOU
YOUR SERVICE TEAM

Thank you for letting us be your servicing dealer.
Your next scheduled service visit will be _____ miles or

Month Day Year

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 ANY PARTS OR THIS REPAIR.

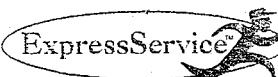
I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

DESCRIPTION	TOTALS
LABOR AMOUNT	16.14
PARTS AMOUNT	23.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.98
LESS ADJUSTMENT	0.00
SALES TAX	2.40
PLEASE PAY THIS AMOUNT	42.38

Attention Customers: We assume no responsibility for theft of item or damage to any vehicle parked on these premises. This Honda Dealer uses Honda Genuine Parts for service maintenance and repairs. We may substitute new parts of another manufacturer when necessary for customer or dealer convenience.

CUSTOMER

Honda Multi-Point Vehicle Inspection Checklist

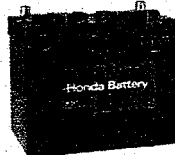


R/O TAG NUMBER	NEXT SERVICE DUE
VIN	MILEAGE <u>6301</u>
SERVICE ADVISOR	TECHNICIAN <u>pyc</u>

☒ Satisfactory
 ☐ May Require Future Attention
 ☒ Requires Immediate Attention

Interior/Exterior	
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps	☒
Interior light	☒
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition	☒
Parking brake	☒
Horn operation	☒
Clutch operation (if applicable)	☒
Cabin air filter replaced at owner's manual service interval	☐ Yes ☒ No

Battery Performance (see attached FD-15 pamphlet)	
Good	☒
Replace	☐



Under Hood	
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid	☒
External drive belts and radiator hoses	☒
Hydraulic clutch reservoir fluid (M/T vehicles)	☒
Engine air filter replaced at owner's manual service interval	☐ Yes ☒ No

Under Vehicle	
Brake lines/Hoses/Parking brake cable	☒
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals	☒
Exhaust system	☒
Engine oil and/or fluid leaks	☒
Drive shaft boots/Constant velocity boots and bands	☒

Comments

Tire Condition			
Left Front	Wear pattern	Wear pattern	Right Front
	Tire tread <u>32nds</u>	Tire tread <u>32nds</u>	
Left Rear	Wear pattern	Wear pattern	Right Rear
	Tire tread <u>32nds</u>	Tire tread <u>32nds</u>	
Spare	Wear pattern	Front tire inflation set to <u>33</u> psi	
	Tire tread <u>32nds</u>	Rear tire inflation set to <u>32</u> psi	

Brake Condition			
Left Front	<u>12</u> mm	<u>12</u> mm	Right Front
Left Rear	<u>11</u> mm	<u>11</u> mm	Right Rear
Brakes not inspected on this visit ☐			

Please Indicate Areas of External Damage or Wear		

*Note: Brake fluid NOT filled – fluid level indicates pad wear

CUSTOMER #: 20787

135988

**SHENANGO
HONDA**3965 East State Street
Hermitage, PA 16148(724) 981-7106 • 800-858-0849 • Fax (724) 981-2225
www.shenangohonda.com

INVOICE

PAGE 1

MASURY, OH

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 56 TODD COURTNEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ALABASTER	13	HONDA ACCORD	1HGCR3F86DA [REDACTED]		6979/7024	T470
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO.	RATE	PAYMENT
12OCT12 DD			17:00 17JUN13		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:50462 DLR:207540 ENG:J35Y11000677				

09:12 17JUN13 14:59 17JUN13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES THAT 45 MILES INTO TRIP TPMS LIGHT CAME BACK ON, ALL

TIRES PRESSURES WERE FINE

GR FOUND TPMS LIGHT ON SCANNED VSA NO CODES, ALL

TIRES AT PROPER LEVEL, CALLED TECHLINE THEY

ADVISED OF NEW RECALIBRATION PROCEDURE.

2 ISP

(N/C)

MISC SUBLET FOR ENTERPRISE RENTAL CAR

ISP

(N/C)

DEAR VALUED CUSTOMER - YOU MAY RECEIVE A
QUESTIONNAIRE FROM HONDA. WOULD YOU PLEASE
CALL US FIRST IF YOU CANNOT SELECT THE
HIGHEST SCORE OF "EXCELLENT" BEFORE
RETURNING YOUR SURVEY. THANK YOU
YOUR SERVICE TEAM

*Thank you for letting us be your servicing dealer.
Your next scheduled service visit will
be _____ miles or*

Month Day Year

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

**WARRANTY STATEMENT AND
DISCLAIMER:** THE DEALER HEREBY
DISCLAIMS ALL WARRANTIES,
EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTIES 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 ANY PARTS OR THIS REPAIR.

I authorize the retrieval of
on-board data as needed to
facilitate vehicle repair, as well
as sharing of that data with the
manufacturer for diagnostic and
research purposes.

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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Attention Customers: We assume no responsibility for theft of item or damage to any vehicle parked on these premises. This Honda Dealer uses Honda Genuine
Parts for service maintenance and repairs. We may substitute new parts of another manufacturer when necessary for customer or dealer convenience.

CUSTOMER

1-800-824-6632

CLOSE

Tech Line

Help Print

Tech Line

DPTS Name D026405 - RODONDI RAYMOND Access Code 20754017012

The Tech Line access code should only be used to start a new Tech Line contact.

Use the 7-digit Tech Line reference number for all subsequent calls on this problem.

Vehicle Information

VIN	1HGCR3F86DA	Model	ACCORD	Model Year	2013
Mileage	6979	DTC		RO Number	135988

Complaint Information

Tech Line Group GENERAL
Original Complaint TPMS LIGHT COMES WHEN DRIVING ON LONG TRIPS.HDS CANNOT COMMUNICATE WITH TPM S UNIT

CRIS

3437711

Conch

Advised of special Calibration process in detail

http://ahmtecps01/techline_web/Documentum/Articles/USA/17507.htm

5/

TPMS LIGHT ON POSSIBLE DTC 151-11(SPECIAL CAL PROCEDURE)

Tech Line Knowledge Base			
Name:	17507	Issue Date:	20-Feb-2013
Source:	HTL-INFO	Expiration Date:	(NOT SET)
Form?	No	Hot?	No
Fax?	Yes	Hot Expiry Date:	(NOT SET)
Rank:	2	Distribution:	A-All
Remarks:			
Application Matrix		Codes	Attachments / Linked Documents
Model	Years	Code Description	
ACCORD V6	2013- 2013	4590 TPMS CODE:	
ACCORD PHEV	2014- 2014		
ACCORD	2013- 2013		
Article Content			
Problem: Low pressure indicator is on, DTC 151-11 may be stored.			
Probable Cause: Calibration was not performed correctly at PDI, after correcting tire pressure, rotating tires, or repacing tire(s).			
Solyution: Perform calibration <i>(Use special procedure if calibration has already been attempted.)</i>			
<u>Special Procedure (Must be done by dealer technician)</u>			
1. Set tire pressure to 42 psi on a COLD tire.			
2. Perform calibration.			
3. Once completed allow 2 hours minimum for tires to cool.			
4. Set tire pressure to door placard recommendation			
5. Perform calibration again.			
Note: <i>In the event that a customer or technician attempts to perform a calibration without correcting the issue that caused the tire pressure warning indicator to illuminate the system has a Calibration Comparison Logic. When performing a calibration, the system compares the calculations during the failure to the calculations during the calibration. If they are the same the indicator will be illuminated again within 20 minutes of the calibration being attempted (or started). For more details, see the 2013 Accord TPMS System Description in ISIS and the self-study module SSC16 Indirect Tire Pressure Monitoring System.</i>			
SAFETY INFORMATION: The information in this document is intended for use only by skilled Technicians who have the proper tools, equipment, and training to correctly and safely maintain the affected vehicle. These procedures should not be attempted by "do-it-yourselfers"			

Tech Line

Help Print

DPTS Name

D464483 - STAUP, WILLIAM

Access Code

20754031012

The Tech Line access code should only be used to start a new Tech Line contact.
Use the 7-digit Tech Line reference number for all subsequent calls on this problem.

VIN

Mileage

1HGCR3F86DA

6076

Vehicle Information

Model

ACCORD

DTC

151-11

Model Year

2013

RO Number

135644

Tech Line Group
Original Complaint

GENERAL

Complaint Information

CUSTOMER HAS ONGOING PROBLEM WITH TPMS LIGHT COMING ON FOR NO REASON, WE HAVE RECALIBRATED SYSTEM PROPERLY, NO VSA LIGHT OR VSA DTC.

Increase the lifespan
of your tires with an
ALIGNMENT today!

East Coast

P.O. Box 80688
8753 Hwy. 17 Bypass E.
MYRTLE BEACH, SC 29536
(843) 215-6500

CUSTOMER NO. 53472	ADVISOR BOBI	TAG NO. 2744 RR	INVOICE DATE 06/25/13	INVOICE NO. HOCS246160
MASURY, OH	LABOR RATE	LICENSE NO.	7,788	COLOR SILVER/
	YEAR / MAKE / MODEL 13/HONDA/ACCORD SDN/4DR SDN V6 EX-L	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 H G C R 3 F 8 6 D A	SELLER DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 06/24/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

3/1 07407

"LOW PRESSURE" (N-O-T TPMS) IS ON, AGAIN. CUSTOMER CONCERN AS BEEN TO SELLING DEALER 7 TIMES FOR SAME LIGHT. COMES ON 30, 80 MILES AFTER LEAVING DEALER. THIS TIME 600 MILES INTO TRIP HERE LIGHT CAME ON.
-DID COMPLETE TIRE CIRCUIT TEST WITH HONDA DCS. SPIN UP EACH WHEEL INDIVIDUALLY TO GET ALL PROPER READINGS PER TIRE. DID PULL CODE 151-11: LOW TIRE AIR PRESSURE.
(SHOWN AT 77 DEGREES WHEN PICKED UP CODE)-LOCATED BEHIND FRT BUMPER.
-CHECKED FOR CONNECTIONS=TIGHT.
-DID COMPLETE FOUR TIRE CALIBRATION PROCEDURES PER HONDA.
-TEST DROVE 68.9 MILES. LOVED CAR! NO PROBLEM FOUND. RETEST THIS AM. NO CODE(S) STORED NOR PRESENT. HAPPY HONDA-ING

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS-----
BY 3PM TODAY-GAME AT RIPKEN FIELD.

TOTALS

THANK YOU!!! FOR CHOOSING US FOR YOUR SERVICE NEEDS!!!
EFFECTIVE SEPTEMBER 15 2007: AN EAST COAST HONDA EXCLUSIVE
4 YEARS OR 48,000 MILE WARRANTY ON ANY CUSTOMER PAY REPAIRS (to original purchaser, excluding wear items)
This warranty extension is an EAST COAST HONDA EXCLUSIVE!!!!
Any repairs under this warranty must be performed by the service department at EAST COAST HONDA.

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DO WE HAVE YOUR CORRECT ADDRESS AND PHONE NUMBERS?

DO WE HAVE YOUR EMAIL ADDRESS?

CASH DEBIT VISA M/C AMEX DIS CHARGE CHECK NO.

CUSTOMER SIGNATURE

THUR 8-8-13 LOW PRESSURE LIGHT BACK ON
MIL 10,330

FRI 8-9-13 TIRE PR. READING
8:00 AM LR-33 RR-33
RR-33 LR-32

CUSTOMER COPY

[END OF INVOICE] 02:56pm

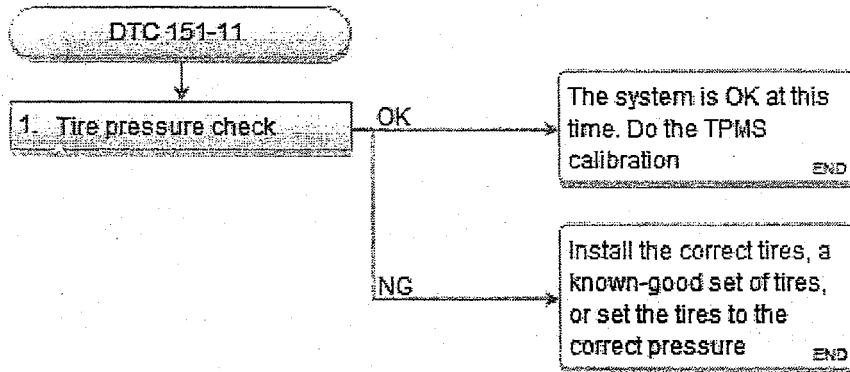
DO WE HAVE YOUR CORRECT:

PHONE #: _____?

ADDRESS: _____?

EMAIL: _____?

THANK YOU
FOR YOUR BUSINESS!



DTC 151-11: Low Tire Air Pressure

NOTE:

- Before troubleshooting, check the outside air temperature sensor. If outside air temperature sensor is failed, the VSA modulator-control unit may set this code.
- * Make sure to avoid uneven loading on one side (left or right) of the vehicle and excessive loading.
- * Make sure to inflate the tires to recommended pressure, not higher than the specified pressure, when TPMS calibration is done.
- * Before you troubleshoot, record all freeze data and any on-board snapshot, and review the general troubleshooting information General Troubleshooting Information.

DTC Description	DTC	Freeze Frame
151-11 Low Tire Air Pressure		

DTCs

1. Tire pressure check:

- 1. Turn the ignition switch to LOCK (0), or press the engine start/stop button to select the OFF mode.
- 2. Check all four tires for size, inflation, and wear.

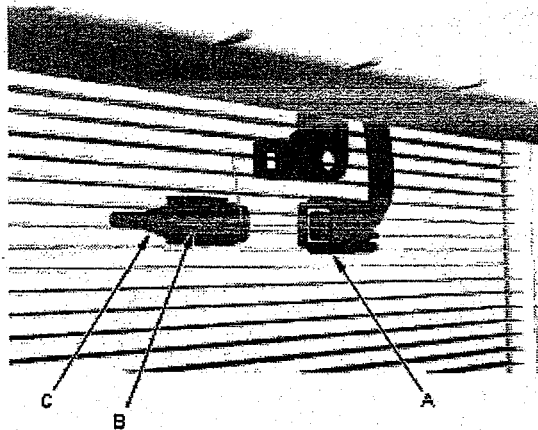
Are all four tires the correct size, properly inflated, and worn evenly?

YES The system is OK at this time. Do the TPMS calibration. ■

NO Install the correct tires, a known-good set of tires, or set the tires to the correct pressure, and do the TPMS calibration. ■

Remove 1. Front bumper.

2. Outside Air Temperature Sensor - Remove



1. Disconnect the outside air temperature sensor connector (A).
2. Lift the tab (B) to release the lock, then remove the outside air temperature sensor (C).

1. Front Bumper - Remove
2. Outside Air Temperature Sensor - Remove

CUSTOMER.#: 20787

137186



INVOICE

PAGE 1

MASURY, OH

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 56 TODD COURTNEY

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
ALABASTER	13	HONDA ACCORD		1HGCR3F86DA [REDACTED]			10439/10439		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.		RATE	PAYMENT	INV DATE	
12OCT12 DD			17:00 09AUG13			99.95	CASH	09AUG13	
R.O. OPENED		READY		OPTIONS: STK:50462 DLR:207540 ENG:J35Y11000677					

12:01 09AUG13 12:04 09AUG13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES LOW TIRE LIGHT IS ON

Z VERIFIED LIGHT ON , CHECKED AIR PRESSURE ALL

SET BETWEEN 32 TO 33 PSI, SYSNO CODES SYSTEM

WORKING AS DESIGNED , RESET TPMS LIGHT

56 CPP

0.00 0.00

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QUESTIONNAIRE FROM HONDA. WOULD YOU PLEASE
CALL US FIRST IF YOU CANNOT SELECT THE
HIGHEST SCORE OF "EXCELLENT" BEFORE
RETURNING YOUR SURVEY. THANK YOU
YOUR SERVICE TEAM

Thank you for letting us be your servicing dealer.
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be _____ miles on

Month Day Year

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

**WARRANTY STATEMENT AND
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AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY
IN CONNECTION WITH THE SALE
OF ANY PARTS OR THIS REPAIR.

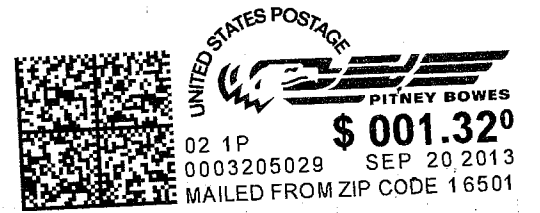
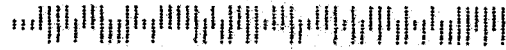
I authorize the retrieval of
on-board data as needed to
facilitate vehicle repair, as well
as sharing of that data with the
manufacturer for diagnostic and
research purposes.

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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER

Office of Attorney
Bureau of Consumer
Erie Regional Office
1001 State Street, Suite 1009
Erie, PA 16501



NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

Defects