

CL-10583785-8486

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

[REDACTED]  
Hyde Park, MA [REDACTED]

April 2, 2014

American Honda Motor Company, Inc.

Honda Automobile Customer Service

1919 Torrance Blvd.

Mail Stop 500-2N-7A

Torrance, CA 90501-2746

APR 10 2014

Dear American Honda Motor Company;

I am writing to request a reimbursement in the amount of \$286.67 for my costs associated with the repair of the ignition system in my 2003 Honda Pilot (Vehicle I.D. Number 2HKYF18403H [REDACTED]). The repair of a defect in the ignition system for this vehicle has been the subject of a recall (#12V573000). Under the recall provisions, the cost of ignition parts and installation are not to be charged to the vehicle owner (please see attached description of the recall). When I brought my vehicle in for a repair of the ignition I informed the Honda service department that my vehicle was part of the ignition lock recall. The service department made the repairs to the vehicle outlined in the recall but charged me for the replacement and installation of the faulty ignition switch parts. I am submitting a copy of my repair bill (dated 3/27/14) that documents the ignition repair costs. I would appreciate your prompt attention to this matter.

Sir [REDACTED]

✓ cc: National Highway Traffic Safety Administration

1200 New Jersey Ave., S.E.

Washington, DC 20590

Am  
41514  
SMD

## HONDA PROBLEMS

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# 2003 HONDA PILOT RECALLS

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## What To Do If Your Pilot Has Been Recalled

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The following recalls have been announced by Honda, so if you own a 2003 Pilot **take action immediately** to get your automobile fixed. Interested in how this information is collected? [Read more about recalls](#) and the NHTSA.

1. **Call Honda** to get more information. Verify that the cost of repairs will be covered free of charge.
2. **Setup an appointment** with a local authorized mechanic to schedule your maintenance.
3. **Keep up to date** with recalls for your vehicle by following this page.

## Recent 2003 Pilot Recalls

- **ELECTRICAL SYSTEM:IGNITION:SWITCH Recall for 2003 Honda Pilot**

- **Recall Announced** DECEMBER 11 2012
- **NHTSA Reference** #12V573000
- **Number Affected** 807,161

**Summary:** Honda is recalling certain model year 2003 and 2004 Pilot and Odyssey and 2003 through 2006 Acura MDX passenger vehicles manufactured from November 26, 2001, through August 30, 2002. The interlock lever of the ignition switch may deform, which can allow the interlock function of a vehicle with an automatic transmission to be defeated.

**Consequence:** Removal of the ignition key when the gear selector of a vehicle with an automatic transmission has not been shifted to the park position can allow the vehicle to roll away, increasing the risk of a crash.

**Fix:** Honda will notify owners and instruct them to take their vehicle to a Honda or Acura dealer. The dealer will install an updated shift interlock lever and, if necessary, replace any necessary part of the ignition switch, free of charge. The recall began on February 22, 2013. Owners may contact Honda at 1-800-992-1009.

For detailed information & supporting documents, see the [official NHTSA page concerning recall #12V573000](http://www-odi.nhtsa.dot.gov/cars/problems/recalls/results.cfm?SearchType=QuickSearch&recall_ID=12V573000&summary=true) » ([http://www-odi.nhtsa.dot.gov/cars/problems/recalls/results.cfm?SearchType=QuickSearch&recall\\_ID=12V573000&summary=true](http://www-odi.nhtsa.dot.gov/cars/problems/recalls/results.cfm?SearchType=QuickSearch&recall_ID=12V573000&summary=true))



100 Broadway - Route 99 EVERETT, MA. 02149  
 A REPUTATION YOU CAN TRUST  
 Tel. (617) 381-9000 Fax (617) 389-0882  
 1-800-65HONDA  
 www.hondacarsofboston.com

The security features listed are not listed, checked, installed, or required.  
 Results of checks are shown with a check mark or an X.  
 State of Massachusetts  
 Department of Motor Vehicles

CELL: [REDACTED]

CUSTOMER NO. <b>84641</b>	ADVISOR <b>KEITH</b>	TAG NO. <b>337 8106</b>	INVOICE DATE <b>03/27/14</b>	INVOICE NO. <b>HOCS373594</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>151,900</b>	COLOR <b>/</b>
<b>HYDE PARK, MA</b>	YEAR / MAKE / MODEL <b>03/HONDA/PILOT/5DR 4WD EX AT</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>2 H K Y F 1 8 4 0 3 H</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/27/14</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

**LABOR & PARTS**

J# 1 12HOZ03 ENGINE CONCERN TECH(S): 314 225.50  
 C/S THE KEY WILL NOT TURN IGNITION. PLEASE CHECK AND ADVISE  
 TECH RE-CODED IGNITION AND REPLACED TUMBLERS  
 TECH HAD A NEW KEY AS OLD ONE WILL WEAR OUT TUMBLERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	35111-S9A-T5	T5 KEY BL	42.25
JOB # 1	1	07120	TUMBLERS	12.00
JOB # 1 TOTAL PARTS				54.25
JOB # 1 TOTAL LABOR & PARTS				279.75

J# 2+05HOZ13-011 Ignition Interlock TECH(S): 314 WARRANTY

If customer regularly tried to remove the key before shifting into park, the lever may wear excessively allowing the key to be removed when the vehicle is not in park.  
 If the ignition key is removed and the vehicle is not in park and the parking brake is not set, the vehicle could roll away, increasing the chance of a crash.  
 We inspected the key interlock, and based on the results, either installed an interlock lever kit or installed the lock cylinder kit.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	06352-S9V-A01	KIT,CYLIN 06999		0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HW	MISC/HAZARDOUS WASTE FEE		3.53
TOTAL - MISC				3.53

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$400.00 (+TAX)

**HONDA PAID**  
*Check* [REDACTED]

Maintain the Quality  
 with Genuine Honda Parts and Service

Thank you for having your vehicle serviced at Honda Cars of Boston. We realize that you have many choices when it comes to servicing your Honda.

We value your opinion about your experience with our dealership. Please feel free to contact us with any questions, concerns, comments or suggestions. You may soon receive a survey from American Honda. We would appreciate it if you would take the time to complete and return the survey. The information that you provide will help us to enhance our service in the future.

Again, thank you for the opportunity to service your Honda.

*Steve Whalen*  
 Service Manager  
 617-381-9000 or  
 1-800-65HONDA  
 swhalen@hondacarsofboston.com



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[REDACTED]		P.O. NO.			PRODUCTION DATE
[REDACTED]		R.O. DATE <b>03/27/14</b>			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

**TOTALS** -----

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] CHARGE [ ] OTHER \*  
 \*\*\*\*\*

TOTAL LABOR.... 225.50  
 TOTAL PARTS.... 54.25  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 3.53  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 3.39  
**TOTAL INVOICE \$ 286.67**

New extended service hours as of March 21, 2011  
 Monday through Friday 7am-7pm  
 Saturdays 8am-4pm  
 We hope you had an "Excellent" experience with our service department and will count on us for all of your vehicle's service needs. Sincerely, Your Honda Service Team

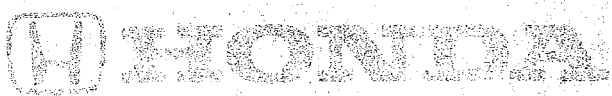
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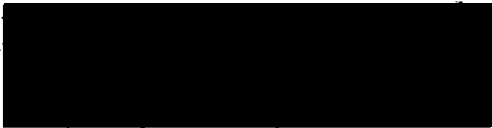
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CUSTOMER SIGNATURE



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The Reynolds and Reynolds Company EPAINTS14E C0612929 0 (09/11)

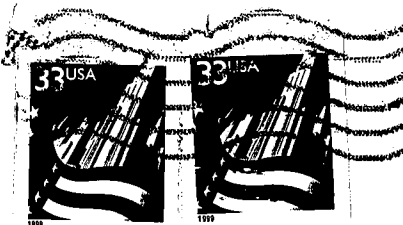


Hyde Park, MA



BOSTON MA 021

03 APR 2014 PM 3 L



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