

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



U. S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

**Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects**  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

Date Received  14-JUL-2014	Repository <input type="checkbox"/>
	Reference No. 10610489

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]			
Address [REDACTED]			
City FEDERAL WAY	State WA	Zip Code [REDACTED]	

Daytime Telephone Number [REDACTED]	E-mail Address NOEMAIL@UNK.GOV
Evening Telephone Number [REDACTED]	

*The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).*

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNRL38446E [REDACTED]	Make HONDA	Model ODYSSEY	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-JUN-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, BRAKES (PWS)	Failure Mileage 75000	Failure Speed
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**  
*(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)*

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2006 HONDA ODYSSEY. THE CONTACT STATED THAT THE VSA SENSOR ILLUMINATED INTERMITTENTLY ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER MORE THAN TWICE. THE CODE WAS CLEARED BY THE DEALER AND THEY REPLACED THE BRAKE SWITCH, BUT THE FAILURE RECURRED. WHEN THE CONTACT TURNED OFF AND RESTARTED THE VEHICLE IN AN ATTEMPT TO RESET THE COMPUTER SOFTWARE, THE VSA SENSOR WAS STILL ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER A THIRD TIME. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER STATED THAT THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN NUMBER: 10V504000 (SERVICE BRAKES, HYDRAULIC). THE APPROXIMATE FAILURE MILEAGE WAS 75,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



# HINSHAW'S HONDA

2605 Auburn Way North • Auburn, Washington 98002  
 Auburn (253) 833.7900 • Tacoma (253) 924.0550 • Seattle (206) 248.3456  
 Fax (253) 249.2056 • 1.800.71HONDA outside local areas  
 www.hinshaws.com

CUSTOMER NO. [REDACTED]	MIKE SANDS	834 TAG NO. 637	INVOICE DATE 06/06/14	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICEN [REDACTED]	MILEAGE 75,250	WHITE CERTI STOCK NO.
FEDERAL WAY, WA [REDACTED]	06/HONDA/ODYSSEY EX/5DR		DELIVERY DATE 09/11/07	DELIVERY MILE 12,442
[REDACTED]	VEHICLE ID NO. L 3 8 4 4 6 B [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/14	
RESID [REDACTED]	BUSIN [REDACTED]	COMMENTS		

### JOB# 1 CHARGES

LABOR	FUEL SYSTEM		TECH(S):970	WARRANTY
J# 1 09HOZ	14-032 FUEL PUMP MODULE LEAK COMPLETED RECALL			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	PK14-032	SB14-032 PARTS	
	1	06177-SHJ-305	KIT,FUEL	
				TOTAL - PARTS

JOB# 1 TOTALS .....  
 JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

### JOB# 2 CHARGES

LABOR	TRIM ELECTRICAL		TECH(S):970	92.00
J# 2 52HOZ	CUSTOMER STATES THE VSA LIGHT KEEPS COMMING ON. CODE 68-1 BRAKE SWITCH FAILURE REPLACED BRAKE LIGHT SWITCH AND CLEARED CODES....ALL OK NOW			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	36750-SMA-013	SW, STOP	8.14
				TOTAL - PARTS

JOB# 2 TOTALS .....  
 LABOR 92.00  
 PARTS 8.14  
 JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 100.14

### TOTALS

*****	TOTAL LABOR....	92.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL PARTS....	8.14
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	9.51
	<b>TOTAL INVOICE \$</b>	<b>109.65</b>

THANK YOU FOR CHOOSING HINSHAW'S HONDA FOR YOUR SERVICE NEEDS, EACH MEMBER OF OUR SERVICE TEAM TAKES PRIDE IN PROVIDING THE ABSOLUTE BEST SERVICE POSSIBLE TO ENSURE YOU RECEIVE THE DRIVING PLEASURE YOU DESERVE! WE APPRECIATE YOUR BUSINESS, AND LOOK FORWARD TO ENJOYING A LONG TERM RELATIONSHIP WITH YOU BASED ON VALUE, QUALITY AND TRUST.

YOUR SATISFACTION IS OUR GOAL. Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice.

AS IS - The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.  
 NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

*Thank You*

CUSTOMER SIGNATURE

CUSTOMER NAME [REDACTED]

SERIAL NO. 5FNRL38446B [REDACTED]

R.O. NO. [REDACTED] RO.DATE 06/13/2014  
[1 OF 13] [1 OF 1] MILEAGE 75414/

DEPT (S,B,P) S SERVICE  
ADVISOR NO. 834

OPERATION NO. 52HOZ OP. DESC. TRIM ELECTRICAL  
SALE TYPE (C/W/I) I TECH.NO(S). 970  
COMPLAINT CUSTOMER STATES THE VSA LIGHT KEEPS COMMING ON

CAUSE TECH LINE REF #3587759,..STILL CODE 68-1

CORRECTION MAY NEED VSA MODULATOR.  
DECLINED

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.  
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

5FNRL38446B [REDACTED]

VSA MODULATOR

PARTS \$ 1128.93 + 30

LABOR \$ 345-

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\$ 1473.93