

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Date Received 25-JUL-2014		Repository ☐			
Reference No. 10616211					
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address NOEMAIL@UNK.GOV	
Address [REDACTED]		Evening Telephone Number SAME			
City HALES CORNERS		State WI		Zip Code [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 5FNRL3H64AB [REDACTED]		Make HONDA		Model ODYSSEY	
Model Year 2010		Date Purchased 2-24-2010		Dealer's Name and Telephone Number BOYLAND HONDA	
Engine: No: Cylinders 1- VTEC V6 W/ VCM		Fuel Type: REG.			
Original Owner ☒		Dealer's City GREENFIELD, WI		State WI Zip Code 53221	
Transmission Type 5 SPEED W/ GRADE SELECT CONTROL		☒ Antilock Brakes ☒ Cruise Control		Powertrain Multiple Failure:	
Incident Date(s) 09-JUL-2012					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 60000	
				Failure Speed 70	
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: DOTM19ABC036)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
				Number of Deaths 0	
				Reported to Police N	
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 2010 HONDA ODYSSEY. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 70 MPH WITH THE CRUISE CONTROL ACTIVATED, THE VEHICLE LOST ACCELERATION AS THE ENGINE WARNING LIGHT ILLUMINATED. THE FAILURE OCCURRED ON TWO OCCASIONS. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING, WHO STATED THAT THE THIRD CYLINDER HAD MISFIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. IN SEPT. 2010 ENGINE STALLED AT 70 M.P.H. W/ CRUISE CONTROL ON, NO TROUBLE LIGHTS EVER CAME ON. NOTHING FOUND BY DEALER ON SEPT 10, 2010. THEN ON 5/15/2011 CAR STALLED AGAIN AT 69 OR 70 M.P.H. W/ CRUISE CONTROL ON. THIS TIME ENGINE LIGHT CAME ON. PRIOR TO TAKING IT TO DEALER, HAD AUTO ZONE PUT CAR ON THEIR COMPUTER, AND THEY FOUND CYLINDER #3 MISFIRE. TOOK CAR TO DEALER W/ ENGINE LIGHT STILL ON. THEY FOUND NOTHING. ENCLOSED IS A COPY OF AUTO ZONE PRINT OUT					
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 to 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.					

(OVER)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DEALER STATES AUTO ZONE ERASED THE CODE, HOWEVER AUTO ZONE STATES THEY DO NOT ERASE ANY CODES FOUND. THE ENGINE LIGHT WAS STILL ON WHEN I TOOK THE CAR INTO THE DEALER TO REPORT THE PROBLEM. - NOTHING WAS FOUND, CAR NO LONGER HAD ENGINE LIGHT ON WHEN CAR WAS PICKED UP

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

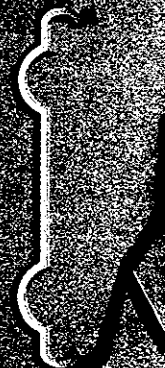
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report**

or visit

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4231**



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590

9-17-2010

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125368

84763

INVOICE



BOYLAND HONDA

6141 S. 27TH ST.
GREENFIELD, WI 53221
(414) 281-2700

www.boylandhonda.com

PAGE 1

HALES CORNERS, WI
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 856 MICHAEL ABER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	10	HONDA ODYSSEY	5FNRL3H64AB [REDACTED]		9753/9753	T840
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05MAR10	15		WAIT 17SEP10		105.00	CASH
R.O. OPENED	READY	OPTIONS: STK:18763 DLR:208276 ENG:3.5 Liters				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
14:26	17SEP10	15:54	17SEP10				

A OWNER REPORTS THE ENGINE STALLED WHILE DRIVING ON FREEWAY, PULLED OVER AND RESTARTED OK, NO WARNING LIGHTS ON AFTER RESTART, INSPECT AND ADVISE
MISC TEST/INSPECT FOR STALL CONCERN

PARTS:	732	I	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
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9753 SCAN NO CODES SET VISUAL INSPECTION PASSED NO RELATED BULLITENS

B REPLACE OIL/FILTER PERFORM GENERAL INSPECTION TOP OFF FLUIDS AND CORRECT AIR PRESSURE

12.01ULT REPLACE OIL/FILTER PERFORM GENERAL INSPECTION TOP OFF FLUIDS AND CORRECT AIR PRESSURE

732	C		7.04	3.00	3.00
1	15400-PLM-A02 W-FILTER, OIL		0.68	0.50	0.50
1	94109-14000 DRAIN PLUG WASHER		2.25	1.85	9.25
5	05W20 OIL				
PARTS:	14.75	LABOR:	3.00	OTHER:	0.00
			TOTAL LINE B:		17.75

9753 LOF TIRE PRESSURES

C PERFORM PRODUCT UPDATE 09-053

CAUSE: UPDATE THE PCM A/T SOFTWARE PER HONDA SERVICE CAMPAIGN.
1255A9 PRODUCT UPDATE: LOCK-UP CLUTCH FUNCTION

732 W

FC: 5JR

PART#: 37820-RGM-A86

COUNT: 0

CLAIM TYPE: W

AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

ADDITIONAL WORK AUTHORIZED BY:

Name

A.M.

DATE

TIME P.M.

NO. CALLED

NEW TOTAL ESTIMATE

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

TOTALS

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

CUSTOMER COPY

84763

125368



BOYLAND HONDA

6141 S. 27TH ST.

GREENFIELD, WI 53221

(414) 281-2700

www.boylandhonda.com

INVOICE

PAGE 2

HALES CORNERS, WI

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 856 MICHAEL ABER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	10	HONDA ODYSSEY	5FNRL3H64AB [REDACTED]		9753/9753	T840	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAR10 IS			WAIT 17SEP10		105.00	CASH	17SEP10
R.O. OPENED		READY	OPTIONS: STK:18763 DLR:208276 ENG:3.5_Liters				

14:26 17SEP10 15:54 17SEP10

LINE OPCODE TECH TYPE HOURS

9753 REPROGRAM PCM AS PER UPDATE

LIST NET TOTAL

D** CCW

CCW COMPLIMENTARY CAR WASH

732

I

(N/C)

PARTS:

0.00

LABOR:

0.00

OTHER:

0.00

TOTAL LINE D:

0.00

9753

ADDITIONAL WORK AUTHORIZED BY:

Name

A.M.

DATE

TIME P.M.

NO. CALLED

NEW TOTAL ESTIMATE

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

3.00

PARTS GAS, OIL, GREASE

14.75

0.00

SUBLET AMOUNT

0.00

MISC. CHARGES

0.00

TOTAL CHARGES

17.75

LESS

0.00

SALES TAX

0.00

PLEASE PAY THIS AMOUNT

17.75

CUSTOMER COPY

5-19-2014 COPY OF DEALERS SCAN FINDINGS

CUSTOMER #: 84763

165319



BOYLAND HONDA

6141 S. 27TH ST.
GREENFIELD, WI 53221
(414) 281-2700

www.boylandhonda.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3007 LENORD THIEDE

HALES CORNERS, WI

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAC
GRAY	10	HONDA ODYSSEY	5FNRL3H64AB		56623/56624	T571

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAR10 DD			17:00 19MAY14		115.00	CASH	19MAY14

R.O. OPENED READY OPTIONS: STK:18763 DLR:208276 ENG:3.5_Liters

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

A CHECK EMISSION LIGHT ON

MISC MISC

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
56624 SCAN P0300 SET							

B COMPLIMENTARY HONDA MULTI-POINT VEHICLE INSPECTION

MPI COMPLIMENTARY HONDA MULTI-POINT VEHICLE
INSPECTION

732 I

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

56624 HONDA MPVI

EST: 115.00 19MAY14 12:07 SA: 3007

ADDITIONAL WORK AUTHORIZED BY:

Name

A.M.

DATE TIME P.M.

NO. CALLED

NEW TOTAL ESTIMATE

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CUSTOMER SIGNATURE

DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS GAS, OIL, GREASE	0.00
	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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5-19-2014
COPY OF AUTOZONE SCAN OF COMPUTER



Mon May 19 10:47:01 2014

AutoZone #1712
5508 S 108TH ST
HALES CORNERS, WI 53130
(414)427-9007

OEM Number to Cross:	P0303	PRICE
CATALOG	PART#	
WARRANTY	CORE	
Troubleshooting	P0303	0.00
OEM Brand:	Domestic	

Definition
Cylinder misfire detected-cylinder
number 3
Explanation
The powertrain
control module monitors the
crankshaft
speed and has detected a misfire
condition
Probable
cause
1.- Ignition system
fault-spark plug(s), ignition
wires,
coil
2.- Vacuum leak
3.- injector
fault
4.- high or low fuel pressure

Prices and availability are subject to change

THIS IS NOT A RECEIPT