



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

28-JUL-2014

Repository ☐

Reference No.
10616766

OWNER INFORMATION (Type or Print)

Name

Address

City KING GEORGE

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
5FNRL38797B1

Make
HONDA

Model
ODYSSEY

Model Year
2007

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
23-JUL-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
123000

Failure Speed
45

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 2007 HONDA ODYSSEY. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 45 MPH THERE WAS A FIRE ON THE PASSENGER INTERIOR SIDE OF THE VEHICLE UNDERNEATH THE CARPET. THE AIR BAG WARNING LIGHTS AND ALL OF THE WARNING LIGHTS ON THE INSTRUMENT PANEL ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE MECHANIC DIAGNOSED THAT THE ELECTRICAL WIRING HARNESS THROUGHOUT THE INTERIOR OF THE VEHICLE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 123,000.

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 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.

Subject: FW: reference# 10616766
Date: Monday, August 25, 2014 7:53:21 AM
Attachments: [Corrections to Form.docx](#)
[reference no.10616766.pdf](#)

Subject: FW: reference# 10616766

Another questionnaire.

From: [REDACTED]
Sent: Friday, August 22, 2014 3:14 PM
To: DataQuality, DataQuality (NHTSA)
Subject: reference# 10616766

Please see the attachments as corrections and additional information to reference number:
10616766

[REDACTED]

Corrections to Form No. 2127-0008

I am attaching the following information as updates/corrections to the NHSTA questionnaire related to reference # 10616766.

Daytime # [REDACTED]

Evening# [REDACTED]

Vehicle mileage at time of incident:

124, 105

Narrative additions/corrections:

As the fire was taking place customer noted Airbag warning light illuminating. Following that, dash and panel control lighting flashed intermittently as if they were shorts to ground in the electrical system. Customer removed passenger side door panel plastic cover and forcefully pulled wiring harness in order to quell the electrical fire. Fuses should have blown to stop the short circuit and resulting electrical fire condition.

Repair document and safety related items are attached in separate document.

V/R

[REDACTED]

CUSTOMER #: 33008476

486669

Pohanka
HONDA of Fredericksburg
 60 South Gateway Dr.
 Fredericksburg, VA 22406
 Main Number: 540-735-9100
 Direct Service Number: 540-735-9050

INVOICE

PAGE 1

HONDA

KING GEORGE, VA

HOME: CONT
 BUS: CELL SERVICE ADVISOR: 3817 DIXIE LEE STORM

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		07	HONDA ODYSSEY		5FNRL38797B		123093/123093		T7670
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			WAIT 11JUL14				CASH	11JUL14	
R.O. OPENED		READY		OPTIONS: DLR:208168					

12:27 11JUL14 13:57 11JUL14

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
--	------	-----	-------

A CLIENT STATES SHE HAS TO JUMP THE CAR EACH TIME SHE STARTS
 VEHICLE...SHE GOT A NEW HONDA BATTERY 9/7/2010...SHE HAS
 RECIEPT.....PLEASE CHECK AND ADVISE

001 CLIENT STATES SHE HAS TO JUMP THE CAR EACH
 TIME SHE STARTS VEHICLE...SHE GOT A NEW
 HONDA BATTERY 9/7/2010...SHE HAS
 RECIEPT.....PLEASE CHECK AND ADVISE
 3877I3303

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)
 123093 0.00

customer concern of jump start vehicle to get it running
 tested battery and it tested for replacement
 customer did not want to pay warranty price for battery
 return vehicle to customer

B** CHECK FOR OPEN RECALLS

CAUSE: TECH NOTES

1191A8 SAFETY RECALL CAMPAIGN: REPLACE THE FUEL
 FILTER SET. NOTES: USE TEMPLATE ID 14-031A
 S/B# 14-032
 3877 WAR2

1 06177-SHJ-305 KIT, FUEL STRAINER
 FC: 5KY00 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 123093

recall 14-032
 no customer concern of fuel smell or odor
 replaced fuel pump
 return vehicle to customer

JUST BRING IT IN!
NO APPOINTMENT EVER REQUIRED

SERVICE HOURS:

5:30 AM - 10:30 PM - MON - FRI

5:30 AM - 8:00 PM - SATURDAY

7:00 AM - 7:00 PM - SUNDAY

www.pohankahondaofffredericksburg.com

hondaservice@pohanka.com

CUSTOMER PAY REPAIRS ARE
 WARRANTED FOR 12 MONTHS OR
 12,000 MILES WHICHEVER OCCURS
 FIRST, UNLESS OTHERWISE NOTED.
 THIS INVOICE MUST ACCOMPANY ALL
 CLAIMS. THIS WARRANTY DOES NOT
 EXCLUDE OR MODIFY ANY OTHER
 WARRANTY PRESCRIBED BY LAW.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 33008476

486669

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INVOICE

PAGE 2

HONDA

KING GEORGE, VA

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 3817 DIXIE LEE STORM

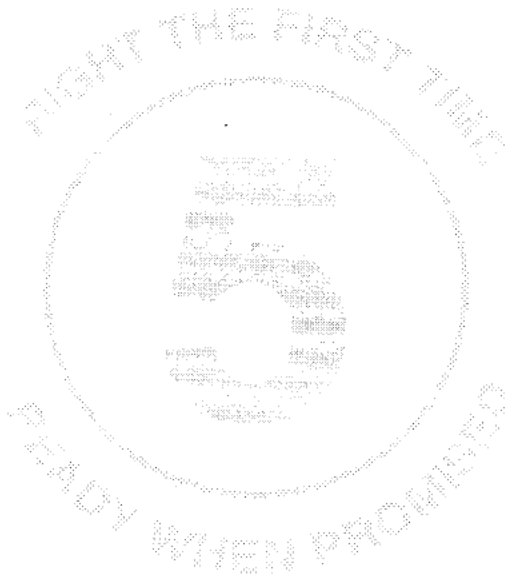
COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		07	HONDA ODYSSEY		5FNRL38797B		123093/123093		T7670
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			WAIT 11JUL14				CASH	11JUL14	
R.O. OPENED		READY		OPTIONS: DLR:208168					

12:27 11JUL14 13:57 11JUL14

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO
SERVICE YOUR VEHICLE. IN REGARDS TO THIS
SERVICE VISIT THE MANUFACTURER MAY CONTACT
YOU. IF FOR ANY REASON WE DID NOT PROVIDE A
HELPFUL AND COURTEOUS SERVICE EXPERIENCE
PLEASE CONTACT THE SERVICE DIRECTOR AT
540-735-9050.



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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC / SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: 33008476

488623

Pohanka
HONDA of Fredericksburg
 60 South Gateway Dr.
 Fredericksburg, VA 22406
 Main Number: 540-735-9100
 Direct Service Number: 540-735-9050

INVOICE

PAGE 1

KING GEORGE, VA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3461 MATTHEW MCCOY

HONDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	HONDA ODYSSEY	5FNRL38797B		124105/124105	T8780
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN07 DD			16:30 26JUL14			
R.O. OPENED	READY	OPTIONS: DLR:208168		CASH	29JUL14	
21:49 23JUL14	18:51 29JUL14					

LINE OPCODE TECH TYPE HOURS

A CLIENT STATES THEY WERE DRIVING HOME TONIGHT, AND THE VEHICLE BEGAN TO START SMELLING SOMETHING BURNING. CLIENT STATES THEY LOOKED DOWN ON THE PASSENGER FRONT FLOORBOARD, AND THE PLASTIC WAS GLOWING RED AND CAUGHT FIRE. CLIENT STATES THEY RIPPED THE WIRES UP OUT OF THE VEHICLE, TO EXTINGUISH THE FIRE, AND IMMEDIATLY HAS THE VEHICLE TOWED IN. CLIENT STATES NOW WHEN YOU TURN THE HAZARDS ON, OTHER LIGHTS BLINK IN THE CAR. PLEASE CHECK AND ADVISE.

007 CLIENT STATES THEY WERE DRIVING HOME TONIGHT, AND THE VEHICLE BEGAN TO START SMELLING SOMETHING BURNING. CLIENT STATES THEY LOOKED DOWN ON THE PASSENGER FRONT FLOORBOARD, AND THE PLASTIC WAS GLOWING RED AND CAUGHT FIRE. CLIENT STATES THEY RIPPED THE WIRES UP OUT OF THE VEHICLE, TO EXTINGUISH THE FIRE, AND IMMEDIATLY HAS THE VEHICLE TOWED IN. CLIENT STATES NOW WHEN YOU TURN THE HAZARDS ON, OTHER LIGHTS BLINK IN THE CAR. PLEASE CHECK AND ADVISE.

3887 CPHM

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 124105 tech found rodent damage to the main floor wire harness. rodent eat through the floor harness causing bare wire to touch carpet. tech removed entire interior and replaced floor wire harness. tech cleared srs light and check engine light which both light were related of open circuit in floor harness.

B TOW

WTM TOW IN FROM SHANKS TOWING
3887I3303

SUBL TOW IN

(N/C)

CPHM

PARTS: 0.00 LABOR: 0.00 OTHER: 75.00 TOTAL LINE B: 75.00

JUST BRING IT IN!
NO APPOINTMENT EVER REQUIRED

SERVICE HOURS:

5:30 AM - 10:30 PM - MON - FRI

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www.pohankahondaofffredericksburg.com

hondaservice@pohanka.com

CUSTOMER PAY REPAIRS ARE
 WARRANTED FOR 12 MONTHS OR
 12,000 MILES WHICHEVER OCCURS
 FIRST, UNLESS OTHERWISE NOTED.
 THIS INVOICE MUST ACCOMPANY ALL
 CLAIMS. THIS WARRANTY DOES NOT
 EXCLUDE OR MODIFY ANY OTHER
 WARRANTY PRESCRIBED BY LAW.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 33008476

488623

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HONDA of Fredericksburg
 60 South Gateway Dr.
 Fredericksburg, VA 22406
 Main Number: 540-735-9100
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INVOICE

KING GEORGE, VA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3461 MATTHEW MCCOY

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		07	HONDA ODYSSEY		5FNRL38797B		124105/124105		T8780
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			16:30 26JUL14				CASH	29JUL14	
R.O. OPENED		READY		OPTIONS: DLR:208168					

21:49 23JUL14 18:51 29JUL14

LINE OPCODE TECH TYPE HOURS

C SOME ACURA / HONDA VEHICLES MAY BE SUBJECT TO ONE OR MORE RECALLS

AFFECTING THE DRIVER'S AND/OR PASSENGER'S FRONT AIRBAG
 INFLATORS. REDESIGNED AIRBAG INFLATORS ARE NOT AVAILABLE FOR
 INSTALLATION AT THIS TIME.

NOTICE SOME ACURA / HONDA VEHICLES MAY BE SUBJECT
 TO ONE OR MORE RECALLS AFFECTING THE
 DRIVER'S AND/OR PASSENGER'S FRONT AIRBAG
 INFLATORS. REDESIGNED AIRBAG INFLATORS ARE
 NOT AVAILABLE FOR INSTALLATION AT THIS TIME.

3887I3303

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C)
 124105 Once redesigned parts are available, the registered owners
 of these vehicles will receive notice to bring the vehicle in for
 replacement of the component. 0.00

 D ONCE REDESIGNED PARTS ARE AVAILABLE, THE REGISTERED OWNERS OF THESE
 VEHICLES WILL RECEIVE NOTICE TO BRING THE VEHICLE IN FOR
 REPLACEMENT OF THE COMPONENT.?

NOTICE2 ONCE REDESIGNED PARTS ARE AVAILABLE, THE
 REGISTERED OWNERS OF THESE VEHICLES WILL
 RECEIVE NOTICE TO BRING THE VEHICLE IN FOR
 REPLACEMENT OF THE COMPONENT.?

3887I3303

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C)
 ***** 0.00

E** REPLACE FLOOR WIRING HARNESS, TRIM PANELS, AND CARPET
 007 REPLACE FLOOR WIRING HARNESS

3887 CR

1 32140-SHJ-L12 WIRE HARNESS, FLOOR	1171.92	1171.92
1 83112-SHJ-A01ZC LID, FUSE *NH361L*	540.65	540.65
1 83113-SHJ-A01ZC LINING, R- *NH361L*	30.87	30.87
	61.30	61.30

PARTS: 632.82 LABOR: 1171.92 OTHER: 0.00 TOTAL LINE E: 1804.74
 124105 see line a for description

JUST BRING IT IN!
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GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 33008476

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INVOICE

PAGE 3

HONDA

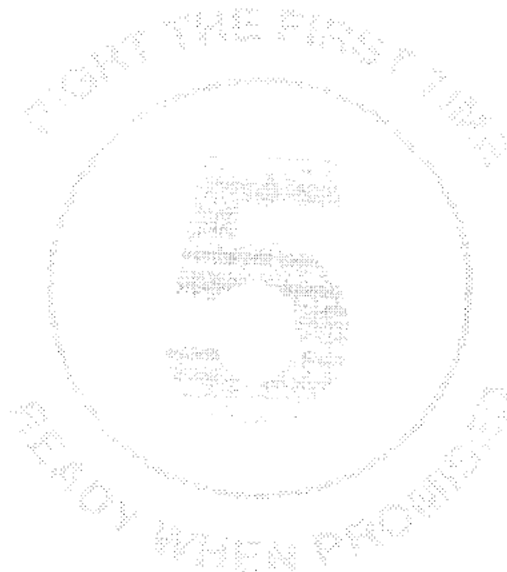
KING GEORGE, VA

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 3461 MATTHEW MCCOY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	HONDA ODYSSEY	5FNRL38797B [REDACTED]		124105/124105	T8780
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R.O. OPENED	READY	OPTIONS: DLR:208168		CASH	29JUL14	
21:49 23JUL14	18:51 29JUL14					
LINE	OPCODE	TECH	TYPE	HOURS		

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1171.92
PARTS AMOUNT	632.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
MISC / SHOP SUPPLIES	31.88
TOTAL CHARGES	1911.62
LESS DISCOUNT	0.00
SALES TAX	33.54
PLEASE PAY THIS AMOUNT	1945.16

CUSTOMER COPY

MULTI-POINT INSPECTION REPORT

Prevention saves time and money

Keep Vehicles Trouble-Free and Fun to Drive!

Customer: [REDACTED]

VIN: 5FNRL38797B [REDACTED]

License: [REDACTED]

Model: ODYSSEY

Color: [REDACTED]

Odometer: 124,105



MAINTENANCE SERVICE

Future Attention

Immediate Attention

SERVICE RECOMMENDED

- 1 - Tire Wear & Condition - Front
- 2 - Tire Wear & Condition - Rear
- 3 - DOT Tire Age/Dry Rot (Yes or No)
- 4 - Engine
- 5 - Drivetrain (CV Boots / Axles / U joints)
- 6 - Engine Mounts
- 7 - Steering / Suspension (Struts / Shocks / Linkage)
- 8 - Brake Lining Thickness - Front
- 9 - Brake Lining Thickness - Rear
- 10 - Exhaust System
- 11 - Brake fluid level/condition
- 12 - Engine Oil
- 13 - Transmission Oil
- 14 - Cooling System
- 15 - Drive Belts
- 16 - Radiator & Heater Hoses
- 17 - Battery & Cables
- 18 - Ignition / Induction Systems
- 19 - Computer Control Systems
- 20 - HVAC System
- 21 - Windshield Wipers
- 22 - Headlamps / Fog Lamps / Stop / Tail / Turn / Back-Up
- 23 - Clutch
- 24 - Other
- 25 - Additional Items
- 26 - Recommendations
- 27 - Virginia State Inspection
- 28 - Virginia Emission Inspection
- 29 - Glass, Windshield, Mirrors etc

9-/32

4-5/32 will need soon

rec valve adjustment, louder then normal valve train

5-6mm

9mm

perform every 3yrs (ask client if service has been done)

based on condition of fluid

battery passed load test

replace every 105k (ask client if service has been done)

light are inop do to open in main wire harness

due 4/15 next year

july 2015

Tech Name : 3887 Michael Good

Date: 07/29/2014

Your Advisor Info:

Name : Matt McCoy

Phone :

e-Mail :

Customer Signature

Next Service Due

131,605 - 01/22/2015

MULTI-POINT INSPECTION REPORT

Prevention saves time and money

Keep Vehicles Trouble-Free and Fun to Drive!

Customer: [REDACTED]	
VIN: 5FNRL38797B [REDACTED]	License:
Model: ODYSSEY	Color: [REDACTED] Odometer: 124,105



RECOMMENDED SERVICES RESULTS

ESTIMATE

D

A

4 - Engine

[REDACTED] Immediate Attention

Comment: rec valve adjustment, louder then normal valve train

Recommended: 001 rec. valve adjustment with valve cover gaskets

\$ 339.84

10/24/2014

Recommended: HONDA p/a valve cover gaskets

\$ 35.00

10/24/2014

Subtotal \$ 374.84

11 - Brake fluid level/condition

[REDACTED] Immediate Attention

Comment: perform every 3yrs (ask client if service has been done)

Recommended: 00BGBF PERFORM BG COMPLETE BRAKE FLUID EXCHANGE SERVICE. INCLUDES: PRESSURIZE BRAKING SYSTEM AND BLEED OUT ALL OF THE OLD WORN OUT BRAKE FLUID AND REPLACE IT WITH BG HIGH TEMPERATURE DOT4 BRAKE FLUID.

\$ 140.68

10/24/2014

Subtotal \$ 140.68

13 - Transmission Oil

[REDACTED] Immediate Attention

Comment: based on condition of fluid

Recommended: 000SS3 PERFORM MAINTENANCE MINDER #3-AUTOMATIC TRANSMISSION. INCLUDES: DRAIN & REFILL TRANSMISSION FLUID WITH GENUINE HONDA FLUID.

\$ 88.73

10/24/2014

Subtotal \$ 88.73

18 - Ignition / Induction Systems

[REDACTED] Immediate Attention

Comment: replace every 105k (ask client if service has been done)

Recommended: 00SP6 PERFORM V6 ENGINE SPARK PLUG REPLACEMENT SERVICE.

\$ 219.44

10/24/2014

Subtotal \$ 219.44

22 - Headlamps / Fog Lamps / Stop / Tail / Turn / Back-Up

[REDACTED] Immediate Attention

Comment: light are inop do to open in main wire harness

Subtotal

Tech Name : Michael Good

Date: 07/29/2014

Your Advisor Info:

Name : Matt McCoy

Phone :

e-Mail :

Customer Signature

Next Service Due
131,605 - 01/22/2015

MULTI-POINT INSPECTION REPORT

Prevention saves time and money

Keep Vehicles Trouble-Free and Fun to Drive!



Customer: [REDACTED]

VIN: 5FNRL38797B [REDACTED]

License: [REDACTED]

Model: ODYSSEY

Color: [REDACTED]

Odometer: 124,105

RECOMMENDED SERVICES RESULTS

ESTIMATE

D

A

2 - Tire Wear & Condition - Rear

Future Attention

Comment: 4-5/32 will need soon

Subtotal

1 - Tire Wear & Condition - Front

[REDACTED] Checked & OK

Comment: 9-/32

Subtotal

8 - Brake Lining Thickness - Front

[REDACTED] Checked & OK

Comment: 5-6mm

Subtotal

9 - Brake Lining Thickness - Rear

[REDACTED] Checked & OK

Comment: 9mm

Subtotal

17 - Battery & Cables

[REDACTED] Checked & OK

Comment: battery passed load test

Subtotal

26 - Recommendations

[REDACTED] Checked & OK

Comment: floor wire harness (open/exposed wires)

Recommended: teardown time to inspection other parts of floor harness

\$ 1,258.80



Recommended: 32140-SHJ- WIRE HARNESS, FLOOR - (P/A FLOOR WIRING HARNESS)

\$ 600.12



Recommended: HONDA COWL TRIM

\$ 120.90



Subtotal \$ 1,979.82

27 - Virginia State Inspection

[REDACTED] Checked & OK

Comment: due 4/15 next year

Subtotal

Tech Name : Michael Good

Date: 07/29/2014

Your Advisor Info:

Name : Matt McCoy

Phone :

e-Mail :

Customer Signature

Next Service Due
131,605 - 01/22/2015

MULTI-POINT INSPECTION REPORT

Prevention saves time and money

Keep Vehicles Trouble-Free and Fun to Drive!



Customer: [REDACTED]	
VIN: 5FNRL38797B [REDACTED]	License:
Model: ODYSSEY	Color: [REDACTED]
Odometer: 124,105	

RECOMMENDED SERVICES RESULTS

ESTIMATE

D

A

28 - Virginia Emmission Inspection

[REDACTED] Checked & OK

Comment: july 2015

Subtotal

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 the 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.

Tech Name : Michael Good

Date: 07/29/2014

Your Advisor Info:

Name : Matt McCoy

Phone :

e-Mail :

Customer Signature

Next Service Due
131,605 - 01/22/2015

CUSTOMER #: 33008476

489539

Pohanka
HONDA of Fredericksburg
 60 South Gateway Dr.
 Fredericksburg, VA 22406
 Main Number: 540-735-9100
 Direct Service Number: 540-735-9050

INVOICE

KING GEORGE, VA

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 3461 MATTHEW MCCOY

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		07	HONDA ODYSSEY		5FNRL38797E			124105/124105		T8958
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD				22:00 31JUL14				CASH	31JUL14	
R.O. OPENED			READY		OPTIONS: DLR:208168					

22:11 29JUL14 14:32 31JUL14

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

A CLIENT STATES THERE ARE NUMEROUS LIGHTS OUT IN THE CAR, AS WELL AS ON THE OUTSIDE OF THE VEHICLE. PLEASE CHECK AND ADVISE.

007 CLIENT STATES THERE ARE NUMEROUS LIGHTS OUT IN THE CAR, AS WELL AS ON THE OUTSIDE OF THE VEHICLE. PLEASE CHECK AND ADVISE.

3887 CPHM

1	38231-S04-003	FUSE, BLOCK (30A)	5.26	5.26	5.26
1	34906-ST5-003	BULB (12V 21W/5W)	5.98	5.98	5.98
1	33506-SNB-J51	BULB (12V 16W)	5.88	5.88	5.88
2	79607-SHJ-S01	BULB (8V 0-1A)	9.49	9.49	18.98
2	79674-S3N-941	BULB (14V 80MA)	8.45	8.45	16.90
2	35851-SP1-901	BULB B (14V 100MA)	10.77	10.77	21.54
2	79674-S3N-941	BULB (14V 80MA)	4.60	4.60	9.20
1	35851-SP1-901	BULB B (14V 100MA)	5.87	5.87	5.87
4	35505-S84-N01	BULB (T3) (14V 50MA)	2.05	2.05	8.20
1	38231-S04-003	FUSE, BLOCK (30A)	2.87	2.87	2.87
1	ATC FUSE		3.88	3.88	3.88

PARTS: 104.56 LABOR: 965.44 OTHER: 0.00 TOTAL LINE A: 1070.00
 124105 tech found two fuses in pass. under dash fuse box blown from short circuit. tech found two light bulbs inop replaced fuses and two bulbs

B CUSTOMER HAS REQUESTED RENTAL VEHICLE

RENT CUSTOMER HAS REQUESTED RENTAL VEHICLE

3887I3303

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

C SOME ACURA / HONDA VEHICLES MAY BE SUBJECT TO ONE OR MORE RECALLS AFFECTING THE DRIVER'S AND/OR PASSENGER'S FRONT AIRBAG INFLATORS. REDESIGNED AIRBAG INFLATORS ARE NOT AVAILABLE FOR INSTALLATION AT THIS TIME.

NOTICE SOME ACURA / HONDA VEHICLES MAY BE SUBJECT TO ONE OR MORE RECALLS AFFECTING THE DRIVER'S AND/OR PASSENGER'S FRONT AIRBAG

JUST BRING IT IN!
NO APPOINTMENT EVER REQUIRED

SERVICE HOURS:

5:30 AM - 10:30 PM - MON - FRI

5:30 AM - 8:00 PM - SATURDAY

7:00 AM - 7:00 PM - SUNDAY

www.pohankahondaofffredericksburg.com

hondaservice@pohanka.com

CUSTOMER PAY REPAIRS ARE
 WARRANTED FOR 12 MONTHS OR
 12,000 MILES WHICHEVER OCCURS
 FIRST, UNLESS OTHERWISE NOTED.
 THIS INVOICE MUST ACCOMPANY ALL
 CLAIMS. THIS WARRANTY DOES NOT
 EXCLUDE OR MODIFY ANY OTHER
 WARRANTY PRESCRIBED BY LAW.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 33008476

489539

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INVOICE

PAGE 2

HONDA

KING GEORGE, VA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3461 MATTHEW MCCOY

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
		07	HONDA ODYSSEY		5FNRL38797B		124105/124105		T8958
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			22:00 31JUL14				CASH	31JUL14	
R.O. OPENED		READY		OPTIONS: DLR:208168					

22:11 29JUL14 14:32 31JUL14

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

INFLATORS. REDESIGNED AIRBAG INFLATORS ARE
 NOT AVAILABLE FOR INSTALLATION AT THIS TIME.

3887I3303

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:
 124105 Once redesigned parts are available, the registered owners
 of these vehicles will receive notice to bring the vehicle in for
 replacement of the component.

(N/C)
0.00

 D ONCE REDESIGNED PARTS ARE AVAILABLE, THE REGISTERED OWNERS OF THESE
 VEHICLES WILL RECEIVE NOTICE TO BRING THE VEHICLE IN FOR
 REPLACEMENT OF THE COMPONENT.?

NOTICE2 ONCE REDESIGNED PARTS ARE AVAILABLE, THE
 REGISTERED OWNERS OF THESE VEHICLES WILL
 RECEIVE NOTICE TO BRING THE VEHICLE IN FOR
 REPLACEMENT OF THE COMPONENT.?

3887I3303

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)
0.00

 E** PERFORM ADJUSTMENT OF INTAKE AND EXHAUST VALVES PER MANUFACTURERS
 SPECIFICATIONS.

00VA6 PERFORM ADJUSTMENT OF INTAKE AND EXHAUST
 VALVES PER MANUFACTURERS SPECIFICATIONS.

3887 CPHM

1 12341-RCA-A01 GASKET, HEAD COVER	11.93	11.93	11.93
1 12351-RDV-J00 GSKT, RR- HEAD COVER	17.50	17.50	17.50

PARTS: 29.43 LABOR: 257.20 OTHER: 0.00 TOTAL LINE E: 286.63
 124105 tech performed valve adjustment as per honda spec's

F** CUSTOMER PAY WASH WAX

CPWW CUSTOMER PAY WASH WAX

3887I3303

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:

(N/C)
0.00

G** BUBLS IN HVAC PANEL AND SEAT HEATER SWITCH INOP

JUST BRING IT IN!
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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC / SHOP SUPPLIES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

CUSTOMER COPY

CUSTOMER #: 33008476

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PAGE 3

HONDA

KING GEORGE, VA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 3461 MATTHEW MCCOY

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
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01JAN07 DD				22:00 31JUL14				CASH	31JUL14	
R.O. OPENED			READY		OPTIONS: DLR:208168					

22:11 29JUL14 14:32 31JUL14
LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
32B RELATED TO REPAIR PERFORMED			
3887I3303			
PARTS:	0.00	LABOR: 0.00	OTHER: 0.00
*****			TOTAL LINE G: (N/C) 0.00
H** REPLACE 30 AMP FUSE			
32B RELATED TO REPAIR PERFORMED			
3887 CPHM			
PARTS:	0.00	LABOR: 0.00	OTHER: 0.00
*****			TOTAL LINE H: 0.00
I** SIDE TURN SIGNAL BUILB, RIGHT - REPLACE.			
720150 SIDE TURN SIGNAL BUILB, RIGHT - REPLACE.			
3887I3303			
PARTS:	0.00	LABOR: 0.00	OTHER: 0.00
*****			TOTAL LINE I: (N/C) 0.00
J** REPLACE LIGHT BULB			
NRP NO REPAIR PERFORMED			
3887I3303			
PARTS:	0.00	LABOR: 0.00	OTHER: 0.00
*****			TOTAL LINE J: (N/C) 0.00

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO
SERVICE YOUR VEHICLE. IN REGARDS TO THIS
SERVICE VISIT THE MANUFACTURER MAY CONTACT
YOU. IF FOR ANY REASON WE DID NOT PROVIDE A
HELPFUL AND COURTEOUS SERVICE EXPERIENCE
PLEASE CONTACT THE SERVICE DIRECTOR AT
540-735-9050.

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THIS INVOICE MUST ACCOMPANY ALL
CLAIMS. THIS WARRANTY DOES NOT
EXCLUDE OR MODIFY ANY OTHER
WARRANTY PRESCRIBED BY LAW.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1222.64
PARTS AMOUNT	133.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC / SHOP SUPPLIES	31.88
TOTAL CHARGES	1388.51
LESS DISCOUNT	0.00
SALES TAX	7.10
PLEASE PAY THIS AMOUNT	1395.61

CUSTOMER COPY