

CL-10619616-3472

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

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave, SE

Washington DC 20590

**To whom it may concern,**

JUL 30 2014

VIN Number 5FNRL38206B [REDACTED]

I have received three recall letters and responded on them send proof of emissions recall was completed by the local HONDA Dealer and the payment was done on August 28th 2013.

**Again** I will attach the copy of the recall the bill which was paid of \$683.03 by me. I am expecting my refund as soon as possible from you. We noticed the problem in August 2013 we had with the fuel pump after the fuel was leaking in our garage.

Please respond to this letter and let me know how much longer it will take to get the refund.

[REDACTED]  
Yuma AZ [REDACTED]

AM  
8614  
SMT



**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

June 2014

NHTSA Recall 14V-112

## IMPORTANT SAFETY RECALL NOTICE

Dear Honda Odyssey Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. You were notified about this issue previously. We are contacting you now to schedule an appointment to repair your vehicle, free of charge.

### What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety and emissions regulations exists in certain 2005–2010 model year Odyssey vehicles. Prolonged exposure to acidic chemicals and high temperatures may cause the cover on top of the fuel pump to deteriorate prematurely. Cracks in the fuel pump cover could lead to a fuel smell being present or to leaking fuel, increasing the risk of a fire.

### Safety Consequence

In the presence of an ignition source, a fuel leak increases the risk of a fire.

### Emission Consequence

Fuel evaporating into the atmosphere will result in the vehicle no longer meeting emissions regulations. Your vehicle may fail a state or local emissions inspection if you do not have this recall repair done.

### What should you do?

If you had your vehicle previously repaired for this issue, you must have it repaired again with the new parts.

Call any authorized Honda dealer and make an appointment to have your vehicle repaired **at no cost to you**. The dealer will replace the fuel filter set. The complete replacement process may take approximately 48 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

### California Owners Only

The DMV will not renew your registration until this emissions recall has been completed. After completing the repair procedure, your dealer will give you a Vehicle Emission Recall – Proof of Correction certificate. Please make sure the dealer completes and gives you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

### Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

### What to do if you feel this notice is in error.

Registration records indicate that you are the current owner or lessee of a 2005–2010 Honda Odyssey involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

### What if you already had your vehicle repaired for this issue?

If you previously paid to have the fuel filter set replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure. Even if you did have your vehicle previously repaired for this issue, you must have it repaired again with the new parts.

### Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

### If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division

Campaign #JE0 / Service Bulletin #14-032

Better Business Bureau

CUSTOMER #: H6442

138006

# YUMA HONDA

1190 E. 32nd St.  
Yuma, AZ 85365  
Phone 928-344-1000  
Fax 928-344-1914

\*INVOICE\*

PAGE 1

EPA# AZR000508739

YUMA, AZ  
HOME:  
BUS:

CONT:N/A  
CELL:

SERVICE ADVISOR: 161 CHAMP ALTAMIRANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WH	06	HONDA ODYSSEY	5FNRL38206B		78251/78251	T1562
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
06JUL06 IS						
06JUL06 DD		05JUL2011	17:00 28AUG13		CASH	28AUG13
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 LITER TRN:5 SPEED AUTOMATIC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE HAS A FUEL SMELL COMING FROM PASSANGER SIDE ON THE BOTTOM PLEASE CHECK AND ADVISE CAUSE: FUEL PUMP ASSEMBLY  
 99 FUEL PUMP ASSEMBLY REPLACEMENT  
 120 HERRERA, MANUEL LIC#: Y  
 CP

					267.72	267.72
1	17045-SHJ-A30	16700	MODULE, FUEL PUMP	368.53	368.53	368.53

TECH REMOVED AND REPLACED FUEL PUMP ASSEMBLY. TECH ALSO RECOMMENDED TIMING BELT PACKAGE \$969.95, VALVE ADJUSTMENT \$472.22, SPARK PLUGS \$249.95, FRONT MOUNT \$473.67, REAR MOUNT \$251.91, SIDE MOUNT \$169.62. ALL QUOTED IS PLUS TAX CUSTOMER DECLINED AT THIS TIME

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 15.82

HOW WOULD YOU SCORE YOUR SERVICE EXPERIENCE  
 1 2 3 4 5  
 POOR FAIR GOOD VERY GOOD EXCELLENT

MAKE SURE WE HAVE YOUR EMAIL ADDRESS ON FILE  
 ONE FREE DETAIL GIVEN OUT EVERY WEEK  
 COUPONS AND RECALL NOTICES SENT TO YOU

**"Environmental compliance & Shop supply charge. This charge is 8% of the total labor charge. The charge in no instance exceeds \$15.82 per repair order."**

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE \_\_\_\_\_

I HAVE RECEIVED A COPY OF THIS INVOICE

EPA# AZR000508739

ALL PARTS NEW UNLESS OTHERWISE NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	267.72
PARTS AMOUNT	368.53
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.82
TOTAL CHARGES	652.07
ADJUSTMENTS	0.00
SALES TAX	30.96
PLEASE PAY THIS AMOUNT	683.03

"THIS MILEAGE MAINTENANCE SCHEDULE IS THE RECOMMENDATION OF YUMA HONDA AND NOT THE MANUFACTURER OF YOUR AUTOMOBILE. THESE RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

CUSTOMER COPY



Wells Fargo Business Online®

Account Activity

Business and Personal Accounts

Activity Summary

Current Posted Balance	
Pending Withdrawals/ Debits	
Pending Deposits/ Credits	
Deposits Not Available for Withdrawal	<a href="#">View Details</a>
Available Balance	

Transactions

Find Transactions

Description or Keyword **honda**  
 Dates **Last 12 Months**  
 Amounts or Check Numbers **Amount \$683.03**  
 Type

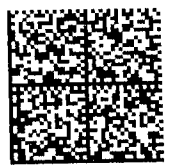
Date ↓	Description	Deposits / Credits	Withdrawals / Debits
Pending Transactions Note: Amounts may change			
No pending transactions meet your criteria above.			
Posted Transactions			
08/28/13	POS PURCHASE - YUMA HONDA YUMA AZ 8103 00000000 [REDACTED]		\$683.03
Totals		\$0.00	\$683.03


Equal Housing Lender

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[Redacted]  
YUMA, AZ [Redacted]

PHOENIX  
AZ 852  
19 JUL '14  
PM 6 L



UNITED STATES POSTAGE  
  
PITNEY BOWES  
\$ 000.48<sup>0</sup>  
02 1P  
0001803766 JUL 18 2014  
MAILED FROM ZIP CODE 85364

National Highway Traffic  
Safety Administration  
1200 New Jersey Ave SE  
Washington, DC 20590

20590

