

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

CL-10102609-7299

TO: American Honda [REDACTED]  
FROM: [REDACTED]  
DATE: 05 March 2015 [REDACTED]  
RE: Honda Element VIN # 5j6yh185x4L [REDACTED]

MAR 17 2015

MEMO FOR THE RECORD

On January 19, I brought my car in to *Honda of Clear Lake* for the remediation of the air-bag problem.

I was advised that the items driver & passenger side air bag modules were replaced but that the corrections that were made won't be effective unless the SRS module was replaced at a cost of \$718.00.

I cannot afford the cost of the repair; thus, I declined it.

*Thank you for making the necessary repairs. I am still pleased with my Honda Element.*

NH  
30515  
210



# HONDA OF CLEAR LAKE



20233 Gulf Freeway  
WEBSTER, TEXAS 77598  
(281) 338-6666

CUSTOMER No. [REDACTED]	ADVISOR <b>MANUEL HOLLINS</b> 9285	TAG No. 7865	INVOICE DATE 01/19/15	INVOICE No. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE No. [REDACTED]	MILEAGE 102,049	COLOR ORANGE/GREY
WEBSTER, TX [REDACTED]	YEAR / MAKE / MODEL 04/HONDA/ELEMENT/5DR 2WD EX AT	VEHICLE I.D. No. 5 J 6 Y H 1 8 5 X 4 1 [REDACTED]	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F. T. E. No.	P.O. No.	SELLING DEALER NO.	PRODUCTION DATE 05/01/04
[REDACTED] BUSINESS PHONE	COMMENTS		R.O. DATE 01/19/15	

MO: 102050

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
DROP  
to hear from you so I can make arrangements at work. Thanks.

RECOMMENDATIONS-----  
SRS MODULE BAD \$718  
OUTER TIE ROD BOOTS WORN \$219  
REC. ALL FLUID EXCHANGE \$299

TOTALS-----	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

PLEASE CHECK ONE OF THE FOLLOWING BOXES BELOW THAT BEST DESCRIBES HOW YOU FELT ABOUT THE EXPLANATION OF REPAIRS AND CHARGES ON THIS SERVICE VISIT AT HONDA OF CLEAR LAKE.

- COMPLETELY EXPLAINED ALL REPAIRS AND CHARGES.
- SOMEWHAT EXPLAINED ALL REPAIRS AND CHARGES

TOTAL INVOICE \$ 0.00

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, HONDA OF CLEAR LAKE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and HONDA OF CLEAR LAKE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD.

J# 2 30HOZ14-045 DRIVERSIDE AIR BAG UNITS: 0.50 TECH(S): 8339  
CUSTOMER STATES PERFORM CAMPAIGN 14-045 DRIVER SIDE AIR BAG  
CONCERN  
OVER PRESSURIZE  
REPLACED AIR BAG MODULE  
HSKC036389

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
JOB # 2	1	04770-SCV-306	KIT, INFL 06999	

JOB # 2 TOTAL PARTS WARRANTY 0.00

JOB # 2 TOTAL LABOR & PARTS WARRANTY 0.00

J# 3 30HOZ14-070 PASSENGER AIR BAG UNITS: 0.20 TECH(S): 8339  
CUSTOMER STATES PERFORM CAMPAIGN 14-070 PASSENGER AIR BAG  
CONCERN

Certain Honda vehicles operated in areas known for high absolute humidity may contain a front passenger's airbag that, over time, may be affected by exposure to the humidity, which could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator casing to rupture. Metal fragments could be propelled upward toward the windshield, or downward toward the front passenger's foot well, possibly causing an injury to vehicle occupants. Replace the passenger's airbag inflator.  
24771880005418

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
JOB # 3	1	04785-SCV-307	KIT, INFL 06999	

JOB # 3 TOTAL PARTS WARRANTY 0.00

JOB # 3 TOTAL LABOR & PARTS WARRANTY 0.00

J# 4 33HQZ SRS SYSTEM DIAG AIRBAG LIGHT ON BAD SRS MODULE DECLINED UNITS: TECH(S): 8339

person to assume for it any liability in connection with the sale of said products.

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD.

NORTH HOUSTON TX 775

10 MAR 2015 PM 9 L



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

20590

