

CL-10703684-5009

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

March 23, 2015

NHTSA Headquarters
West Building
1200 New Jersey Avenue, SE
Washington, DC 20590

APR -2 2015

To whom it may concern:

On Friday, January 2, 2015, at approximately 10:45 a.m., I was driving to my home in my 2012 Honda Pilot in a northwesterly direction on Cumberland County Rt. 670, known as Buckshutem Road. This is a very rural area. On my right were some homes built far back from the road so as to gain the best view of the Maurice River. Their front lawns are mostly grass and a few shrubs. To the left of the road are some cedar and pine trees. Behind them is a water-filled sand pit. There were no vehicles going north or south as far as the eye could see. The weather was clear and dry with some overcast.

As I was approaching mile post 16, out of nowhere, a super loud bang was on my vehicle roof. I was momentarily stunned, but then looked around to see what might be happening. It's weird, but I had a feeling that I was "under attack". I saw nothing out of the ordinary anywhere. I drove a little bit and then pulled to the side of the road to slide back the visor covering the moon roof. I saw that it was totally shattered with a hole in the center of the rear of the window.

I closed the visor and headed for Rossi Honda in Vineland, NJ. They told me they could replace the window. They would have the window overnighted and they would call me the next day. When I retrieved my Honda Pilot, I asked them why this had happened. They didn't have a reason for the shattering. There was no evidence of anything having caused the shattering of the moon roof. The repair cost me \$566.63.

My family and friends tried to help me figure the cause of the shattering – none of the suggestions met the circumstances. It remained a mystery until my sister called to say that NBC – Local TV in New York City had a story on moon roofs exploding in various vehicles including the Honda Pilot. I called the dealership and Honda Corporate Headquarters to ask about exploding moon roofs. Both said that they knew nothing about this.

I thought I should inform you. Perhaps there is pertinent information you could share with me. I would be most appreciative.

[Redacted signature block]

Millville, NJ

[Redacted address block]

ET
4/3/15
SMP

ROSSI HONDA

1517 SOUTH DELSEA DRIVE
PO BOX 708

VINELAND, NJ 08362
(856) 692-1700

www.rossihonda.com



MILLVILLE, NJ

SERVICE ADVISOR KEVIN ASSELTA

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02JAN15	03JAN15	16256	5FNYF4H59CB				03JAN15	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		12	HONDA PILOT			01JAN12	2	2
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
45797	45797							

A CUST STATES HEAR LOUD NOISE FROM ROOF AREA WHILE DRIVING AND FOUND SUNROOF GLASS SHATTER ; CHECK -N- ADVISE MISC FOUND IMPACT IN REAR HALF OF SUNROOF GLASS AND GLASS SHATTER/CRACKED = INSTALLED NEW FACTORY SUNROOF GLASS AND ADJUSTED TO SPECS.

TECH	TYPE	HOURS	EST PART	REQUANT	TOTAL
		10	CRG		200.00
			1 70200-SZA-A02 GLASS ASSY, ROOF	329.56	329.56

45121 SEE ATTACHED INFO. SHEETS ON ROSSI SUGGESTED SERVICES (PLEASE CALL WITH ANY QUESTIONS)

"LIMITED LABOR WARRANTY"
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM- WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO THE CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE PERIOD OF TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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DESCRIPTION	TOTALS
LABOR AMOUNT	200.00
PARTS AMOUNT	329.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	529.56
COUPON	0.00
SALES TAX	37.07
PLEASE PAY THIS AMOUNT	566.63

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

Signature area with handwritten "AAT" and "1-15-2015".

At Rossi Honda, we are committed to providing extraordinary service each time you visit our dealership. You may receive a survey from American Honda asking you to rate us on your service visit. Please fill out and return the survey, as this is a very important report card for us. Thank you

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 12 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

Millville, New Jersey
USA

SOUTH JERSEY NJ 080

26 MAR 2015 PM 4 J.



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West Building
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Washington, DC 20590

20590

