

CL-107 21948-5119 NVS-200

May 14, 2015

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

RECEIVED

2015 MAY 22 A 11: 02

EXECUTIVE SECRETARIAT

MAY 27 2015

To whom it may concern:

I brought my car in 2011 for a recall on my headlights to the Rancho Santa Margarita Honda Dealership. I recently found out that it was not repaired by them when my "headlights" defaulted. I took it to my mechanics and they brought it to my attention that it was never fixed in the first place. We printed up the actual recall information and procedures including documented with photos the damage and the proof that it WAS NOT fixed. The photos show the damaged wire and the burnt receiver that the wire was plugged into and it was also missing a part that was never put in. Also, according to the recall instructions and what my mechanics explained to me that if it was replaced it should have been spliced to another color wire and instead it was the original wire that was burned out. Following the procedures of the completed repair on this recall they were supposed to put a punch mark above the VIN to show proof of the completed work. I then took it to Long Beach Honda dealership where they said it had already been fixed replaced according to their records. When I brought my car in the SECOND time to Long Beach Honda my mechanics left the column cover open to show them including the documentation that it was NOT fixed then they fixed it to my knowledge?? They still did not put the punch mark above the VIN so it doesn't seem that they follow up on all of the procedures that are supposed to be performed correctly on this recall.

The service advisor at Long Beach Honda that helped me was Jeff Hamada. The service manager, whom when I asked to speak to him I was told that he was too "tied up" to come speak to me his name is Jim Sherwood. This work was repaired on April 8, 2015. The Service advisor at Rancho Santa Margarita at the time was Irwin Finelet.

This fraudulent act on Honda's behalf has not only made me feel that I cannot trust their work but I felt that the service the second time around was less than hospitable and unapologetic regardless of them not performing the original work or not! I believe that Honda sends these recalls for the consumer's safety and I have done my part in taking it in to be replaced so that nothing dangerous could happen to me or anyone else while driving my car. I ended up driving my car at night time when the headlights went out putting me and other drivers at danger. I could have been in an accident. This was very scary and my Honda Fit is small and black so definitely not very visible especially at night. To this day I am not sure if this work has been performed I also brought my car in for another recall for the drivers power window switch in which both Rancho Santa Margarita Honda and Long Beach Honda have claimed to have fixed. I have the proof of receipts for that recall too from both dealerships. Because they both had claimed to fix the power window switch recall makes me believe that they both could be lying about it and to this day I do not know if that recall has been fixed or not. The dangers of that recall are that the car could catch of FIRE!

NH
5/27/15
SMD

I not only was put in a dangerous situation with this recall and possibly the drivers power window switch recall but I was very much inconvenienced with my time and work situation. I spent the majority of the week dealing with this situation and Long Beach Honda having my car for two whole days. I had to cancel work because I was left without transportation and loose income that I support myself with. If a certain recall needs to take longer than a day's work it should be told to the customer so that they could arrange other accommodations. Because I unexpectedly had to deal with this I feel that Honda should have been more accommodating with a loaner car.

In conclusion, upon being contacted for this matter I have documentation, photos and receipts on the timeline of these incidents.

Sincerely yours,

Long Beach, CA

cc: American Honda Motor Co., Inc.

CUSTOMER NO.	ADVISOR FINELT, IRWIN	TAG NO. 553	INVOICE DATE 03/31/11
LABOR RATE	LICENSE NO.	MILEAGE 40,810	COLOR BLACK/
YEAR / MAKE / MODEL 07/HONDA/FIT/5DR HB BASE AT			STOCK NO.
VEHICLE I.D. NO. J H M G D 3 8 4 8 7 S			DELIVERY DATE
F.T.E. NO.			DELIVERY MILES
P.O. NO.			SELLING DEALER NO.
R.O. DATE 03/31/11			PRODUCTION DATE
BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR	TECH(S)	WARRANTY
J# 1 46H0Z00 CHECK TIRE PRESSURE CHECK TIRE PRESSURE SET TO PROPER SPEC	354	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	TECH(S)	WARRANTY
J# 2 13H0Z RECALLS/CAMPAIGNS HEADLIGHT RECALL COMPLETED RECALL 10-082	354	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	06322-SAA-305	KIT, LIGHTING SW		
TOTAL - PARTS				0.00	

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR	TECH(S)	WARRANTY
J# 3 13H0ZRECALL RECALL POWER WINDOW SWITCH RECALL COMPLETED RECALL 10-008	354	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	35751-SAA-307	SEAL, P/W MAS		
TOTAL - PARTS				0.00	

JOB# 3 TOTALS

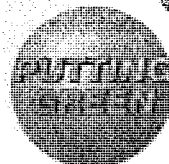
JOB# 3 JOURNAL PREFIX HOCS JOB# 3 TOTAL 0.00

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

FOR YOUR CONVENIENCE:
SERVICE & PARTS HOURS
7 am TO 6 pm
MONDAY THRU FRIDAY
SATURDAY
8 am TO 5 pm

("HAZARDOUS MATERIAL") THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE. THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE. SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

ALL PARTS NEW
UNLESS OTHERWISE SPECIFIED



Thank You

RANCHO SANTA MARGARITA

BAR # ARD259935
BAR # ARD259935

29961 Santa Margarita Pkwy. • Rancho Santa Margarita, CA 92688
(949) 713-2000 • Fax (949) 709-8160 • www.rsmhonda.com

EPA # CAL000219104

CUSTOMER NO.	ADVISOR FINELT, IRWIN	553	TAG NO.	INVOICE DATE 03/31/11	
	LABOR RATE	LICENSE NO.	MILEAGE 40,810	COLOR BLACK/	STOCK NO.
LONG BEACH, CA	YEAR / MAKE / MODEL 07/HONDA/FIT/SDR HB BASE AT	DELIVERY DATE		DELIVERY MILES	
	VEHICLE I.D. NO. J H M G D 3 8 4 8 7 S	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/31/11		
REPAIR PHONE	BUSINESS PHONE	COMMENTS			

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CA BAR # AB259935
EPA# CAL000219104

CUSTOMER SIGNATURE

FOR YOUR CONVENIENCE:

SERVICE & PARTS HOURS

7 am TO 6 pm

MONDAY THRU FRIDAY

SATURDAY

8 am TO 5 pm

(HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE. SECTION 282.12 OF TITLE 40 OF CODE OF FED. REG.

**ALL PARTS NEW
UNLESS OTHERWISE SPECIFIED**

STATE OF
THE ART
SERVICE
FACILITY

HONDA
FACTORY TRAINED
TECHNICIANS

PUTTING
GREEN

ASE CERTIFIED
TECHNICIANS

KIDS
ZONE

Thank You

RANCHO
SANTA MARGARITA

29961 Santa Margarita Pkwy. • Rancho Santa Margarita, CA 92688
(949) 713-2000 • Fax (949) 709-8160

WORKORDER

1500 EAST SPRING ST. · SIGNAL HILL, CA 90755
(562) 426-4444 · (800) 559-2822
www.longbeachhonda.com

DO NOT LEAVE VALUABLE IN YOUR CAR AT ANY TIME WE CANNOT BE
RESPONSIBLE FOR THEIR LOSS - STEREO, TAPES, SPECIAL KEY CHAINS, ETC.
BAR # ARD012740 EPA # CAR000019653

LONG BEACH, CA

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 129 HAMADA, JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BK	07	HONDA FIT	JHMGD38487S [REDACTED]		82090/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			14:00 08APR15		0.00	CASH	
R.O. OPENED		READY	OPTIONS:				
08APR2015 10:58							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		CP		HEADLIGHTS INOP, HIGH BEAMS OPERATING, INQUIRY SHOWING HEADLIGHT WIRING REPAIR WAS MADE, COLUMN COVERS ARE REMOVED

PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
SAVE PARTS YES ☐ NO ☐

PRELIMINARY ESTIMATE \$ 7100

EXCLUSION OF WARRANTIES

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 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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Date: _____ Customer's Signature: _____

CUSTOMER COPY

INVOICE



1500 EAST SPRING ST. - SIGNAL HILL, CA 90755
 (562) 426-4444 - 1 (800) 559-2822
 MON - FRI 7:00 AM TO 6:30 PM
 SATURDAY - 8:00 AM - 4:00 PM
 www.longbeachhonda.com

LONG BEACH, CA

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 129 JEFF HAMADA

BUS:		COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BK		07	HONDA FIT			JHMGD38487S		82090/82090	
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD				14:00 08APR15			0.00	CASH	09APR15

R.O. OPENED	READY	OPTIONS:
10:58 08APR15	14:16 09APR15	

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

A HEADLIGHTS INOP, HIGH BEAMS OPERATING, INQUIRY SHOWING HEADLIGHT

WIRING REPAIR WAS MADE, COLUMN COVERS ARE REMOVED

CAUSE: R5800

7280A4 INSTALL COMBINATION LIGHT SWITCH REPAIR KIT

51 W3 0.70

(N/C)

1 06323-SAA-307 KIT, LIGHTING SW

(N/C)

FC: 5LS00

PART#: 35255-S5A-A02

COUNT: 1

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

82090 WE REPLACED THE HEADLIGHT SWITCH HARNESS AS NEEDED. SERVICE BULLETIN#10-082 WE REPLACED THE SWITCH AND HARNESS PER BULLETIN. HEADLIGHTS ARE WORKING NORMALLY AT THIS TIME. ANOTHER DEALER CLAIMED THE REPAIR WHICH WAS NOT DONE CORRECTLY. WR CLERK 4060 DUPLICATE REPAIR

THANK YOU FOR VISITING LONG BEACH HONDA
 OUR GOAL IS FOR YOU TO BE 100% SATISFIED!
 IF FOR ANY REASON WE DID NOT MEET THIS GOAL
 PLEASE LET YOUR SERVICE ADVISOR KNOW OR ASK
 TO SPEAK TO JIM SHERWOOD OR JOHN PILL
 PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
 BAR#ARD012740-----EPA#CAR000019653

NOTICE TO CONSUMER

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT
 CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF
 NOTICE TO CONSUMER. PLEASE READ IMPORTANT INFORMATION ON BACK.

ORIGINAL
ESTIMATE \$AUTHORIZED
REVISED
ESTIMATE \$

I acknowledge notice and oral approval of an
 increase in the original estimate price.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

X

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

INVOICE



1500 EAST SPRING ST. - SIGNAL HILL, CA 90755
(562) 426-4444 • 1 (800) 559-2822
MON - FRI 7:00 AM TO 6:30 PM
SATURDAY - 8:00 AM - 4:00 PM
www.longbeachhonda.com

LONG BEACH, CA

PAGE 1

HOME: [REDACTED] CONT-N/A

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 71 MARK HORST

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BK	07	HONDA FIT		JHMGD38487S		63998/63998		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			15:00 19SEP13		0.00	CASH	19SEP13	

R.O. OPENED	READY	OPTIONS:
10:50 19SEP13	11:52 19SEP13	

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

A 13-052 POWER WINDOW SWITCH RECALL

CAUSE: JA600

7441D1 INSPECT AND REPL POWER WINDOW MASTER SWITCH

234 W3 0.50

(N/C)

1 35756-SAA-406 SW ASSY, P/W MAS &

(N/C)

FC: 5UA00

PART#: 35752-SAA-406ZA

COUNT: 1

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

65000 REPLACED CORRODED MASTER WINDOW SWITCH PER CURRENT RECALL.

THANKS AGAIN FOR USING LONG BEACH HONDA.

THANK YOU FOR VISITING LONG BEACH HONDA
OUR GOAL IS FOR YOU TO BE 100% SATISFIED!
IF FOR ANY REASON WE DID NOT MEET THIS GOAL
PLEASE LET YOUR SERVICE ADVISOR KNOW OR ASK
TO SPEAK TO JIM SHERWOOD OR JOHN PILL
PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
BAR#ARD012740-----EPA#CAR000019653

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SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT
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ORIGINAL

ESTIMATE \$

AUTHORIZED

REVISED

ESTIMATE \$

I acknowledge notice and oral approval of an
increase in the original estimate price.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

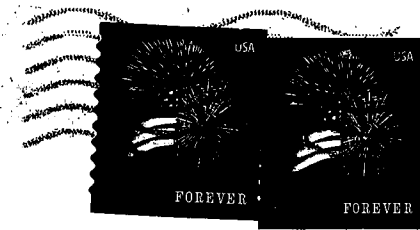
X

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

Long Beach, CA

SANTA ANA, CA 926

15 MAY 2015 PM 6 L



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

20590

