

01-10839460-6279

FEB 16 2016

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

For Reporting Safety Defects

January 20, 2016

[REDACTED]

Sykesville, MD [REDACTED]

[REDACTED] (Home)
[REDACTED] (Cell)

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

BY CERTIFIED MAIL RETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the problems I have been having with my 2016, Honda, Fit and VIN# of JHMGK5H77GX [REDACTED]

I purchased my car from Heritage Honda of Westminster (580 Baltimore BLVD Westminster, MD 21157) on December 9th, 2015. Approximately in a month after I purchased the car (driven approximately 800 miles), I began having trouble with significant amount of fluid leak from underneath of my car. I took my car back to the dealer for repairs on January 8, 2016, January 12, 2016 and January 16, 2016 but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders that document the dealership's attempts to repair my car. (My car is currently in the possession of dealer and I do not have the document on January 16th, 2016 drop off). However, the dealer told me that they have replaced right axel seal on January 18, 2016 and kept the car overnight for observation. Replacing the axel seal did not stop the fluid leakage and ordering another parts for replacement. Dealer believe that this is clearly a manufacture defect either on multiple defect parts or assembling defects.

Driving with a vehicle with significant amount of fluid leaking is extremely dangerous not only to me (driver) but also to vehicles and people around my car. I believe this requires a serious investigation.

Please contact me at the above address or telephone number if you have any question.

Sincerely,

[REDACTED]

Enclosures

NM
22616
LD



Heritage Honda of Westminster
 580 Baltimore Boulevard
 Westminster, Maryland 21157
 (410) 876-1540 (410) 848-0440
 FAX (410) 840-5319



CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JEREMY DEDMON	8803	TAG NO. [REDACTED]	INVOICE DATE 01/09/16
[REDACTED]	LABOR RATE 118.65	LICENSE NO.	MILEAGE 855	COLOR OBSIDIAN BL
SYKESSVILLE, MD [REDACTED]	YEAR / MAKE / MODEL 16/HONDA/FIT/EX CVT	DELIVERY DATE 12/09/15		DELIVERY MILES 41
[REDACTED]	VEHICLE I.D. NO. J H M G K 5 H 7 7 G X	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 01/09/16	
COMMENTS				

MO: 855

LABOR & PARTS
 ENGINE CONCERN TECH(S): 9207 INTERNAL
 CUSTOMER STATES FLUID LEAKING BAD UNDER VEHICLE - CK AND ADVISE
 TRANSMISSION PAN GASKET LEAKING
 SPECIAL ORDER TRANSMISSION PAN GASKET - CUSTOMER WILL BE NOTIFIED WHEN PARTS ARRIVE

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	0	21814-5T0-000	GASKET, 0 11251			INTERNAL
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

LOSS / DAMAGE DISCLAIMER
 Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

COMMENTS
 WAIT C: created 2016-01-07 04:33:00pm taken by LaDonya Harsch

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 TRUSTING US WITH YOUR BUSINESS!
 say " YES " to the e-mail survey from Honda !!!!
 SEE WHAT OTHERS ARE SAYING AT DEALERRATER.COM

"Claims for work performed must be made within 12 months or 12,000 miles from date of work"

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

589 FORM 102 REV. 7/13



Heritage Honda of Westminster
 580 Baltimore Boulevard
 Westminster, Maryland 21157
 (410) 876-1540 (410) 848-0440
 FAX (410) 840-5319



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JEREMY DEDMON	8803	TAG NO. [REDACTED]	INVOICE DATE 01/13/16
[REDACTED]	LABOR RATE 118.65	LICENSE NO.	MILEAGE 921	MODEL ODYSSEY BL
SYKESVILLE, MD	YEAR / MAKE / MODEL 16/HONDA/FIT/EX CVT		DELIVERY DATE 12/09/15	DELIVERY MILES 41
[REDACTED]	VEHICLE I.D. NO. J H M G K 5 H 7 7 G X		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 01/12/16	
COMMENTS				MO: 926

LABOR & PARTS

WARRANTY

CUSTOMER STATES FLUID IS LEAKING FROM TRANS PER PRIOR REPORT
 GASKET NOT SEALING
 REPLACED TRANSMISSION PAN GASKET AND TOP FLUID - ROAD TESTED
 VEHICLE - OK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	21814-5T0-000	GASKET, O 11251			WARRANTY
JOB # 1	4	08200-HCF2	FLUID (HC 08200			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS
 created 2016-01-12 10:27:00am taken by Tom Henigman

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
TOTAL INVOICE \$	0.00

THANK YOU FOR TRUSTING US WITH YOUR BUSINESS!
 say "YES" to the e-mail survey from Honda !!!!
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CUSTOMER SIGNATURE

[REDACTED]

Jeremy Dedmon

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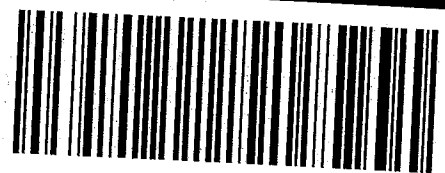
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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."



Sykesville, MD

REGISTERED MAIL



7015 1730 0000 1659 0948

RETURN RECEIPT
REQUESTED

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE,
Washington, D.C. 20590

W40-304