

 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>				FOR AGENCY USE ONLY 100148			
U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>				Date Received		Repository <input type="checkbox"/>	
				07-JUN-2016 <b>JAN 31 2017</b>		Reference No. 10873100	
<b>OWNER INFORMATION (Type or Print)</b>							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
BAYTOWN		TX					
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
5FNRL5H63CB				HONDA		ODYSSEY	2012
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
01-MAY-12		HONDA OF CLEARLAKE			No: Cylinders 6		Gas
Original Owner		Dealer's City		State	Zip Code		
<input type="checkbox"/>		CLEARLAKE		TX			
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control						04-JUN-2016	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Code: 140000 AIR BAGS					Failure Mileage		Failure Speed
					36000		37
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code					Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:				Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>							
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>							
Crash		Fire		Number of Persons Injured		Number of Deaths	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				Reported to Police	
						N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> <b>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</b>							
TL* THE CONTACT OWNS A 2012 HONDA ODYSSEY. WHILE DRIVING 37 MPH, THE PASSENGER SIDE AIR BAG AND THE DRIVER AND PASSENGER SIDE CURTAIN AIR BAGS DEPLOYED INDEPENDENTLY. THERE WERE NO INJURIES. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 36,000. UPDATED 01/31/17*LJ							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

REFERENCE NO-10873100

HONDA ODYSSEY

2012

5FNRL5H63CB [REDACTED]

JUNE 4, 2016 → WHILE DRIVING 37 MPH DRIVER FRONT TIRE HIT SOMETHING (UNKNOWN) ROAD HAS SOME WATER, IT WAS RAINING. BOTH CURTAIN AIRBAG DEPLOYED AND ALSO BOTH DRIVER AND PASSENGER SIDE AIRBAGS. NO OTHER PASSENGER DURING INCIDENT EXCEPT DRIVER. JUNE 6, 2016 - REPORTED TO HONDA ASKING FOR ADVICE. NO ADVICE GIVEN WILL DO INTERNAL INVESTIGATION. CAR REPAIRED BY SERVICE KING.

HONDA WON'T REFUND THE OWNER AS HONDA DEEMED AIRBAG DEPLOYMENT IS NORMAL AND DID NOT CONSIDER DEFECTIVE.

HAD INCIDENT IN YEAR 2014 WHILE DRIVING 70 MPH AT INTERSTATE 10. DRIVER FRONT TIRE HIT A BRICK AND TIRE EXPLODED. TIRE WAS REPLACED AND ALSO A BROKEN BEARING BUT AIRBAG DID NOT DEPLOY EVEN WITH THE HARD IMPACT. ON THE JUNE 4, 2016 INCIDENT, NO DAMAGE OUTSIDE THE VEHICLE NOTICED. ALL SERVICE KING REPAIRS WERE RELATED TO AIRBAG DEPLOYMENT INSIDE THE CAR. HOPE THIS CAN BE INVESTIGATED CAUSE ITS A BIG SAFETY ISSUE.

THANKS, [REDACTED]



# SERVICE KING #059 BAYTOWN

Workfile ID: [REDACTED]  
Federal ID: [REDACTED]

To schedule repairs please call 1-866-730-5464  
4510 N MAIN ST, BAYTOWN, TX 77520  
Phone: (281) 422-2284  
FAX: (281) 428-1037

## Estimate of Record

Customer: [REDACTED]

Job Number:

Written By: Kevin Ramos, 6/7/2016 12:34:42 PM  
Adjuster: APD, Overflow

Insured: [REDACTED]  
Type of Loss: COLL - Collision  
Point of Impact: 21 Undercarriage

Policy #: [REDACTED]  
Date of Loss: 6/4/2016 12:00 PM

Claim #: [REDACTED]  
Days to Repair: 10

Owner:  
[REDACTED]  
BAYTOWN, TX  
[REDACTED] Evening  
[REDACTED] Cell

Inspection Location:  
4503 PRINCE ST  
BAYTOWN, TX 77521-1895  
Other

Insurance Company:  
LIBERTY COUNTY MUTUAL INSURANCE COMP  
BOSTON, MA  
BOSTON

## VEHICLE

2012 HOND ODYSSEY EXL 4D VAN 6-3.5L-FI Maroon

VIN: 5FNRL5H63CB [REDACTED]	Interior Color: GRAY	Mileage In: 36,791	Vehicle Out: 6/13/2016
License: [REDACTED]	Exterior Color: Maroon	Mileage Out:	
State: TX	Production Date: 4/2012	Condition: Excellent	Job #:

### TRANSMISSION

Automatic Transmission

### POWER

Power Steering  
Power Brakes  
Power Windows  
Power Locks  
Power Mirrors  
Heated Mirrors  
Power Driver Seat  
Power Passenger Seat

### DECOR

Dual Mirrors  
Privacy Glass  
Console/Storage

### CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Rear Window Wiper

Telescopic Wheel

Climate Control

Dual Air Condition

Backup Camera w/Parking Sensors

Dual Power Sliding Doors

Home Link

### RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

### SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

### ROOF

Electric Glass Sunroof

### SEATS

Leather Seats

Heated Seats

3rd Row Seat

Retractable Seats

Captain Chairs (2)

### WHEELS

Aluminum/Alloy Wheels

### PAINT

Clear Coat Paint

### OTHER

Rear Spoiler

### TRUCK

Power Trunk/Gate Release

**Estimate of Record**

**Customer:** [REDACTED]

**Job Number:**

2012 HOND ODYSSEY EXL 4D VAN 6-3.5L-FI Maroon

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
<b>1</b>		<b>RESTRAINT SYSTEMS</b>					
2	Repl	RT Head air bag	78870TK8A82	1	702.55 m	0.5 M	
3		Air bag system diagnosis			m	0.5 M	
4	Repl	LT Head air bag	78875TK8A82	1	702.55 m	0.5 M	
5	Repl	RT Ft seat air bag EX-L, Touring	78050TK8A12	1	455.80 m	0.5 M	
6	Repl	LT Ft seat air bag EX-L, Touring	78055TK8A12	1	455.80 m	0.5 M	
7	Repl	Diagnostic unit	77960TK8A01	1	674.15 m	0.5 M	
8	Repl	RT Side impact sens center	77970TK8B11	1	45.45 m	0.2 M	
9	Repl	LT Side impact sens center	77970TK8B21	1	45.45 m	0.2 M	
10	Repl	RT Side impact sens rear	77970SZTA11	1	136.37 m	0.2 M	
11	Repl	LT Side impact sens rear	77970SZTA11	1	136.37 m	0.2 M	
12	Repl	Sensor rear safing	77975STXA01	1	38.53		
13	Repl	RT Belt & retractor gray	04814TK8A00ZF	1	278.72	0.5	
14	Repl	LT Belt & retractor gray	04818TK8A00ZF	1	278.72	0.5	
15	Repl	RT Buckle EX-L, Touring gray	04813TK8A40ZA	1	84.42	0.3	
16	Repl	LT Buckle EX-L, Touring gray	04816TK8A00ZA	1	84.42	0.3	
17	Repl	RT Occupant sensor	81169TK8A01	1	197.55 m	0.2 M	
<b>18</b>		<b>SEATS &amp; TRACKS</b>					
19	Repl	RT Seat back cover EX-L gray	04811TK8A40ZA	1	261.05	1.0	
20	Repl	LT Seat back cover EX-L gray	04815TK8A40ZA	1	261.05	1.0	
21	R&I	RT R&I front seat				0.4	
22	R&I	LT R&I front seat				0.4	
<b>23</b>		<b>ROOF</b>					
24	Repl	Headliner w/sunroof, EX-L, w/navigation gray	83201TK8A21ZB	1	1,011.20	5.5	
25	R&I	RT Sunvisor gray				Incl.	
26	R&I	LT Sunvisor gray				Incl.	
27	Repl	RT Outlet assy gray	83229TK8A12ZA	1	23.82	0.2	
		Note: BROKE IN AIRBAG DEPLOYMENT					
<b>28</b>		<b>PILLARS, ROCKER &amp; FLOOR</b>					
29	Repl	RT Wndshld plr trim gray	84101TK8A02ZA	1	17.75	Incl.	
<b>30</b>		<b>SIDE PANEL</b>					
31	Repl	RT Pillar trim rear, EX-L gray	84149TK8A03ZA	1	51.08	Incl.	
		Note: BREAKS DEPLOYMENT					
32	Repl	LT Pillar trim rear, EX-L gray	84199TK8A13ZA	1	51.08	Incl.	
		Note: BROKE ON AIRBAG DEPLOYMENT DESIGN FOR ONE TIME USE					
<b>SUBTOTALS</b>					<b>5,993.88</b>	<b>14.1</b>	<b>0.0</b>

**NOTES**

Estimate Notes:  
 Deployed air bag  
 module(s)  
 Diagnostic unit (SRS)

Estimate of Record

Customer: [REDACTED]

Job Number:

2012 HOND ODYSSEY EXL 4D VAN 6-3.5L-FI Maroon

- Side sensor(s)
- Safing sensor
- Seat frame
- Seat belt pretensioner
- Front seat belts
- HEAD DEPLOYMENT
- Deployed air bag module(s)
- Diagnostic unit (SRS)
- Side sensors, on deployed side
- Rollover sensor
- Rear safing sensor
- Seat belt pretensioner on deployed side
- Front seat belts, on deployed side
- Headliner
- Visors
- Upper interior trim, on deployed side
- All interior trim mounting clips, on deployed side

Prior Damage Notes:  
none

**ESTIMATE TOTALS**

Category	Basis	Rate	Cost \$
Parts			5,993.88
Parts Discount	\$ 5,993.88	-3.0 %	-179.82
Body Labor	10.1 hrs @	\$ 44.00 /hr	444.40
Mechanical Labor	4.0 hrs @	\$ 75.00 /hr	300.00
Subtotal			6,558.46
Sales Tax	\$ 5,814.06 @	8.2500 %	479.66
<b>Grand Total</b>			<b>7,038.12</b>
Deductible			1,000.00
<b>CUSTOMER PAY</b>			<b>1,000.00</b>
<b>INSURANCE PAY</b>			<b>6,038.12</b>

THIS ESTIMATE IS BASED ON A VISIBLE DAMAGE INSPECTION ONLY. UPON STARTING REPAIRS, THE POSSIBILITY OF HIDDEN DAMAGE MAY REQUIRE ADDITIONAL PARTS AND/OR LABOR NECESSARY TO COMPLETE THE REPAIRS.

## Estimate of Record

Customer: [REDACTED]

Job Number:

2012 HOND ODYSSEY EXL 4D VAN 6-3.5L-FI Maroon

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ARG4429, CCC Data Date 6/1/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2016 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

### SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

### SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

### OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

# Community Honda

4701 East Fwy  
 Baytown, TX 77521-8884  
 (281) 839-0500

NO	VIN	5FNRL5H63CB		DATE IN	01/23/14
YEAR	MAKE	MODEL	COLOR	TIME IN	10:38
2012	HONDA	ODYSSEY EX	RED	CLOSED	01/25/14 13:42
MILES IN	MILES OUT	FIRST USE	LIC.	WRITER	LEE
9849	9849	00/00/00			
SEE	RES.	BUS.	DEL.		
		( ) -	( ) -		

(1) C/S THAT HE HIT A BRICK ON FRONT PASSENGER SIDE, TIRE BLEW OUT AND WAS REPLACED. AFTER WARD, HE SAYS HE IS HEARING A NOISE FROM FRONT DRIVERS SIDE AT 65 MPH. ROTATED THE TIRES AND HAS THE SAME RESULTS  
 EXPLAINED 95.00 DIAG FEE - OK  
 (36- ANTHONY-) A Labor [36] .00  
 Total Repair (Customer) .00

(2) REPLACE FRONT DRIVERS SIDE WHEEL BEARING  
 Labor [36] 15 35.25 150.00  
 44300-TK8-A01 (BEARING, FR. ) 1 63.92 115.53  
 Total Labor 35.25 150.00  
 Total Parts 63.92 115.53  
 Less Special Discount -30.00  
 Total Repair (Customer) 235.53  
 (36- ANTHONY-) A

(3) CUSTOMER REQUEST A 4 WHEEL ALIGNMENT INSPECTED AND ROAD TEST, SET ALIGN TO SPECS, SET TIRES TO SPECS AND ROAD TEST  
 Labor ALIGN ALIGN [36] 15 35.25 79.99  
 Total Labor 35.25 79.99  
 Total Repair (Customer) 79.99  
 (36- ANTHONY-) A

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	30	0	0	30	
Total Labor	229.99	.00	.00	229.99	69.3%
Total Parts	115.53	.00	.00	115.53	44.7%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	345.52	.00	.00	345.52	(N/A)

	W/C	INT	CUSTOMER
Labor	.00	.00	229.99
Parts	.00	.00	115.53
Sublet	.00	.00	.00
Warr Deduct			.00
	.00	.00	23.00
Oil/Grease	.00	.00	.00
Less Disc.	.00	.00	-30.00
Total	.00	.00	338.52
Tax	.00	.00	9.53
Tax2	.00	.00	.00
Tire Tax	.00	.00	.00
TOTAL (CHRG)	.00	.00	348.05