



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

09-JUN-2016

Reference No.
10873440

AUG 01 2016

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CALUMET CITY State: IL Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5FNRL5H91FB [REDACTED]
Make: HONDA Model: ODYSSEY Model Year: 2015
Date Purchased: 11-3-15 Dealer's Name and Telephone Number: NAPLETON RIVEROAKS HONDA 708-868-0100 Engine: No: Cylinders 6 Fuel Type: REGULAR
Original Owner: Dealer's City: LANSING, IL State: IL Zip Code: 60438
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 08-JUN-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 200000 WHEELS, ENGINE (PWS) Failure Mileage: 700 Failure Speed: 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

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).

TL* THE CONTACT OWNS A 2015 HONDA ODYSSEY. THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH, THE FRONT OF THE VEHICLE AROUND THE ENGINE COMPARTMENT AND WHEELS BEGAN TO VIBRATE. THE FAILURE RECCURED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHO STATED THAT THE VEHICLE FUNCTIONED AS INTENDED. THE VEHICLE WAS THEN TAKEN TO ANOTHER DEALER WHO ACKNOWLEDGED THE VIBRATION BUT WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 700.

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 to 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When going about 35 to 40 MPH, take foot off accelerator, van groans and vibrates.

When going 65 to 70 MPH there is some vibration that should not be there.

ATTACH ADDITIONAL SHEETS IF NECESSARY

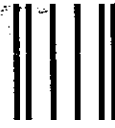
U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

11 2004
10 JUL 16
PM 3:11



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL

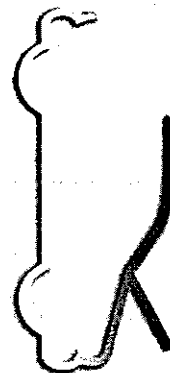
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

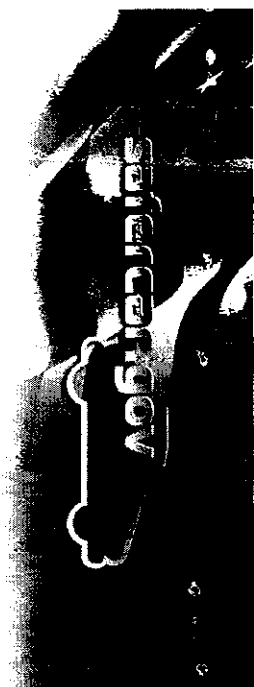
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #: [REDACTED]

NAPLETON'S RIVER OAKS

INVOICE



17220 Torrence Avenue
Lansing, IL 60438
(708) 888-0100
www.napleton.com

WALUMET CITY, IL [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9428 JUAN ORTIZ

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|------------|---------------|---|---------|--|---------|-----------|
| BROWN | 15 | HONDA ODYSSEY | 5FNRL5H91FB [REDACTED] | | 3314/3314 | T5572 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 3NOV15 DD | | | WAIT 06JAN16 | | 112.00 | CASH | 06JAN16 |
| R.O. OPENED | | READY | OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED] | | ENG: 3.5L V6 SOHC 24-VALVE I-VTEC TRN: AUTOMATIC_6 | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| COST STATES WHEN GOING OVER 70 MPH THE CAR STARTS TO SHAKE CHECK AND ADVISE | | | | | | | |

REUSE: F
421310 WHEEL/TIRE, FOUR - BALANCE.

| | | | | | | | |
|-------|------|--------|------|--------|------|---------------|-------|
| ARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | (N/C) |
| | | | | | | | 0.00 |

WE SERVICE MORE THAN JUST HONDAS!!!
 RIVER OAKS HONDA CAN MAINTAIN YOUR OTHER CAR
 EVEN IF ITS NOT A HONDA.
 SAME GREAT SERVICE AT ONE LOCATION.
 ASK YOUR SERVICE ADVISOR FOR DETAILS.
 **ALL OF OUR REPAIRS HAVE A 12MONTH/ 12,000
 MILE WARRANTY ON PARTS AND LABOR**

| | | | |
|--|--|--------------|--------|
| Arbitration Agreement Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | 0.00 |
| | | PARTS AMOUNT | 0.00 |





17220 Torrence Avenue
Lansing, IL 60438
(708) 888-0100
www.napleton.com

CUSTOMER #: [REDACTED]

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 9660 ERICK CLARK

CALUMET CITY, IL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|---------------|---------------|--|------------------------|---------|----------------|---------|----------|
| BROWN | 15 | HONDA ODYSSEY | 5FNRL5H91FB [REDACTED] | | 7710/7710 | T2750 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
| 03NOV15 DD | | | 17:00 23MAR16 | | 112.00 | | 23MAR16 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK | DLR: | | | |
| 10:03 23MAR16 | 12:26 23MAR16 | ENG:3.5L_V6_SOHC_24-VALVE_I-VTEC TRN:AUTOMATIC_6 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|--------|-------|------------------------------------|-------|---------------|-------|
| A | | | | | | | |
| PERFORM SCHEDULE 1 MAINTENANCE ACCORDING TO (A) MENU COMPLETE OIL AND FILTER CHANGE WITH AND SAFTEY INSP | | | | | | | |
| SCH1 PERFORM SCHEDULE 1 MAINTENANCE ACCORDING TO (A) MENU COMPLETE OIL AND FILTER CHANGE WITH AND SAFTEY INSP | | | | | | | |
| | | | | 1 CHX | | 13.68 | 13.68 |
| | | | | 1 15400-FLM-A02 FILTER, OIL | 7.04 | 7.04 | 7.04 |
| | | | | 1 94109-14000 WASHER, DRAIN (14MM) | 1.26 | 1.26 | 1.26 |
| | | | | 5 00W20-BAS-NOL DURAMAX 00W20 | 4.60 | 4.60 | 23.00 |
| ROTATE .CUSTOMER REQUESTS TO ROTATE TIRES | | | | | | | |
| | | | | 1 CHX | | 24.95 | 24.95 |
| SRLOF LOF/W SYNTHETIC & ROTATE | | | | | | | |
| | | | | CHX | | -9.98 | -9.98 |
| PARTS: | 31.30 | LABOR: | 38.63 | OTHER: | -9.98 | TOTAL LINE A: | 59.95 |

B. RECALL #16-004 ODY OG TOWING LIMIT INCORRECT
 CAUSE: RECALL
 4350A2 PRODUCT UPDATE CAMPAIGN (6MA/JW5-6): APPLY
 CERTIFICATION STI S/B: 16-003 S/B: 16-004
 1 WH (N/C)
 1 00X3A-TK8-A41 ODY CERT KIT (N/C)
 FC: 6MA00
 PART#: 00X3A-TK8-A41
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

C. C/S THERE IS A GROANING NOISE AND VIBRATION FELT AT 65 MPH?
 NPF TEST DROVE VEHICLE - NO PROBLEM FOUND AT THIS TIME.

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|



Arbitration Agreement
 Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS ADJUSTMENTS | |
| SALES TAX | |
| CUSTOMER SIGNATURE | |
| PLEASE PAY THIS AMOUNT | |

We sincerely appreciate your business!
 CUSTOMER COPY 2