

C1-10933488-6521

AMERICAN HONDA MOTOR CO. INC
HONDA AUTOMOBILE CUSTOMER SERVICE
MAIL STOP 500-2N-7A
1919 TORRANCE BLVD
TORRANCE, CA 90501-2746

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

NOV 29 2016

Back in March when I first received the Recall notice , I called 888 234 2138 and was told they didn't have the parts in yet .I contacted the Diamond Bar dealership 17525 East Gale City of Industry ,Ca 91748 to get a rent a car, because I didn't feel comfortable driving my car .(CRZ) and was told NO rent a cars. In October I was able to get an appointment on October 27th at 1pm (same dealership)and they told me it would take 6 hours .I notice the service guy getting into other cars putting plastic on the seats, BUT HE DID NOT PUT PLACTIC ON MY NEW CAR SEATS !!! I quickly told the advisor Justin , and he was nice enough to see that it was done .When I was driven home by the Honda attendant I specifically ask the driver to they do pick up ?....to get back to the dealership and get car back (as I only have one car) and also need to get to work the next day . Was told yes, no problem .(they had my address)

At 5m or so , I got a call stating my car was ready , I assumed they would pick me up from my earlier appointment and conversation with the attendant . At about 6:00 I called the Diamond Bar Honda dealer back and asked about the ride .. and was first told , the driver went to El Monte to pick someone up and there is a lot of traffic. I then call back and ask again to speak to a manager and was told everyone went home for the day !!! , so no ride !! and only the front is open until 9pm. They could leave my car up front with the keys. If this was not a RECALL. I would not have been in the position to bring my car there in the first place...Not only was I inconvenience but, I had to get a friend to get off work early to come get me to get my car. !!!

I am customer # [REDACTED]

VIN # JHMZF1C62FS [REDACTED]

As far as I'm concern Diamond Bar Honda is not a place to take your car and this needs to be addresses

[REDACTED]
WALNUT, CA

JHMZF1C62FS
[REDACTED]

NAH
12/5/16
SMD



17525 EAST GALE AVE.
CITY OF INDUSTRY, CA 91748
PHONE (626) 935-1700
FAX: (626) 709-1352
www.diamondhonda.com

"FOR YOUR CONVENIENCE"
PARTS AND SERVICE DEPT. HOURS:
7:00 A.M. - 6:00 P.M. Monday Thru Friday
7:00 A.M. - 4:00 P.M. Saturday

BAR # ARD 179295
EPA # CAL000328009

CUSTOMER NO. [REDACTED]		ADVISOR JUSTIN ETHERIDGE 196412		TAG NO. [REDACTED]		INVOICE DATE 10/27/16		CELL [REDACTED]	
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE 12,681		COLOR /	
[REDACTED]		YEAR / MAKE / MODEL 15/HONDA/CR-Z/3DR EX MT W/NAV		DELIVERY DATE		DELIVERY MILES		STOCK NO.	
WALNUT, CA [REDACTED]		VEHICLE I.D. NO. J H M Z F 1 C 6 2 F S [REDACTED]		SELLING DEALER NO.		PRODUCTION DATE			
[REDACTED]		F.T.E. NO.		P.O. NO.		R.O. DATE 10/27/16			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS					

MO: 12681

LABOR & PARTS
J# 1 99HOZ16-016CRZ CRZ AIRBAG INFLATOR TECH(S):193967
PERFORM SAFETY RECALL 16-016 DRIVERS AIRBAG MAY PRODUCE
EXCESSIVE PRESSURE AFTER LONG TERM EXPOSURE TO HIGH
ABSOLUTE HUMIDITY.
VEHICLES EXPOSED TO HIGH HEAT AND HUMIDITY MAY CAUSE
INTERNAL PRESSURE UPON DEPLOYMENT TO BE EXCESSIVE.
EXCESSIVE PRESSURE MAY CAUSE AIRBAG TO RUPTURE. REPLACED
THE DRIVERS SIDE AIRBAG INFLATOR AT THIS TIME.
SERIAL NUMBER: [REDACTED]
LABOR OPERATION CODE 7521K4 .6
TEMPLATE ID 16-016B

WARRANTY

MANUFACTURES WARRANTY FROM
12 MONTHS/12,000 MILES

***THIS EXCLUDES - ALIGNMENTS -
WEAR ITEMS - ELECTRICAL AND
REMANUFACTURED PARTS.***

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		04770-SWA-405	KIT, INFL		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

WARRANTY

***COURTESY SHUTTLE
SERVICE IS AVAILABLE***

TO LOCAL AREA:
MONDAY-SATURDAY 7:30 AM - 4:00 PM

BY LAW, YOU MAY CHOOSE ANOTHER
LICENSED SMOG CHECK FACILITY TO
PERFORM ANY NEEDED REPAIRS OR
ADJUSTMENTS WHICH THE SMOG TEST
INDICATES ARE NECESSARY.

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

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

POWER OF ATTORNEY

The undersigned, hereinafter called the "IN-
SURED", for the consideration of repairs made
to "INSURED'S" automobile, does hereby grant
to said Diamond Honda of Puente Hills,
"INSURED'S" power of attorney to sign or
endorse any checks and/or drafts made payable
to "INSURED", and any releases thereof as
settlement for "INSURED'S" for damage to the
automobile.

DATE: _____

SIGNATURE: _____



* DIAMOND HONDA GREATLY APPRECIATES YOUR BUSINESS *
* IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED *
* WITH YOUR OVERALL SERVICE EXPERIENCE PLEASE CONTACT *
* OUR CUSTOMER RELATIONS DEPARTMENT 1-626-935-1700 *
* " " YOUR COMPLETE SATISFACTION IS OUR GOAL " " *

CUSTOMER SIGNATURE _____



AUTOMOBILE DIVISION

American Honda Motor Co., Inc.

1919 Torrance Blvd., - P.O. Box 2215

Torrance, CA 90509-9870

SAFETY RECALL NOTICE

VEHICLE
IDENTIFICATION
NUMBER

JHMZF1C62FS [REDACTED]

PLEASE DELIVER TO REGISTERED OWNER

JY1



0088423 01 AT 0.413 **AUTO T8 2 0503 91789-334443 -C08-P88511-11



WALNUT CA [REDACTED]

▼ PLEASE DETACH, SIGN BELOW AND PLACE IN RETURN ENVELOPE ▼

INFORMATION CHANGE CARD

PLEASE PROVIDE NAME AND ADDRESS CORRECTIONS ON THE REVERSE SIDE

JHMZF1C62FS [REDACTED]

◀ VEHICLE IDENTIFICATION NUMBER JY1

WALNUT CA [REDACTED]



PLEASE SIGN AND RETURN THIS CARD
ONLY IF YOU HAVE MADE CHANGES

I no longer own the vehicle. It was:

- ☐ Sold (print name and address of new owner on reverse, if known)
☐ Exported
☐ Destroyed
☐ Stolen
☐ Lease expired, vehicle returned.
☐ Other: _____

Nota:

Si usted necesita esta
información en español por
favor comuníquese con
Servicio al Cliente de Automóviles
Honda al 1-888-234-2138.

Signature: **X**

Date: _____

SIGNATURE OF REGISTERED OWNER OR LESSEE REQUIRED





17525 EAST GALE AVE.
CITY OF INDUSTRY, CA 91748
PHONE (626) 935-1700

BAR # ARD 179295
EPA # CAL000328009

QUICK WRITE UP REPAIR ORDER



138 SOUTH GLENDALE AVE.
GLENDALE, CA 91205
(818) 244-8674

BAR # ARD00261428
EPA # CAL000355965

NAME		R.O. DATE		TIME REC'D.	
ADDRESS		ADVISOR <i>SUSTEN</i>		CLAIM CHECK #	
CITY		STATE		ZIP	MODEL <i>CRZ</i>
HOME PHONE		BUS. PHONE		E-MAIL	LICENSE
VIN <i>JHMZF1C62FS</i>		MILEAGE <i>12681</i>		APPOINTMENT ☒ YES ☐ NO	
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof.					
"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."					
ORIGINAL ESTIMATE \$ <i>0</i>		I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		ALL PARTS ARE DISCARDED UNLESS SPECIFIED OTHERWISE. CUSTOMER REQUESTS PARTS TO BE RETURNED ☐ YES ☐ NO	
CUSTOMER INITIAL					

CONCERNS:

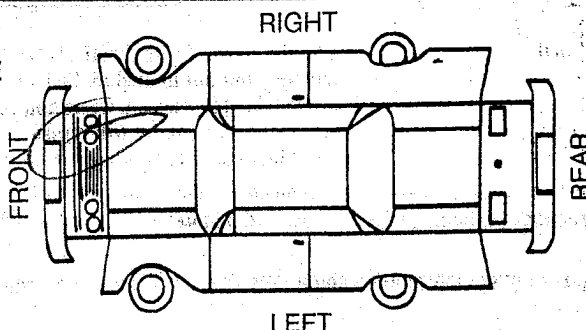
(1) *Recall*

(2)

(3)

(4)

VISUAL DAMAGE

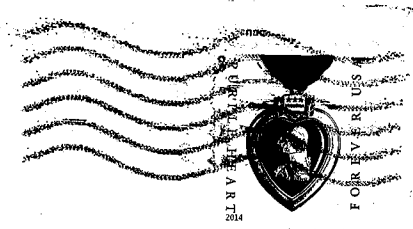


Tire Condition			
Wear pattern		Wear pattern	
Tire tread	32nds	Tire tread	32nds
Wear pattern		Wear pattern	
Tire tread	32nds	Tire tread	32nds
Spare		Front tire inflation set to	psi
Wear pattern		Rear tire inflation set to	psi
Tire tread	32nds		

Walnut, CA

SANTA ANA CA 926

15 NOV 2016 PM 2 L



AMERICAN HONDA MOTOR CO. INC
NATIONAL Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

20590-

