

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

National Transportation Safety Board

490 L'Enfant Plaze, SW

Washington DC 20594

10 25 16

Re: my auto 2012 honda insight vin JHMZE2H36C8 [REDACTED]

Seller apple honda Riverhead NY

Service barron honda Patchogue NY

Dear Sirs,

I have enclosed a copy of the service order for my 2012 honda insight that has significant differences between the service recommended 3 days earlier at apple honda and what actually had to be done. Most significant, is the fact that apple honda completely missed the fact that both shock absorbers were leaking fluid all over the wheel wells. Better yet is the fact that on multiple visits to baron honda for problems with the TPMS system no one seemed to notice that the shocks were leaking fluid. Not funny is that the shocks are another honda exclusive product that has a huge markup & now seems to have quality issues.

Please explain why your apple honda service recommendations are to replace air filters & fluids putting tires last without mention of the shocks. Its October winters coming and the rear 2 tires were from 2013(original?).

The shocks cost more then the 4 tires & TPMS service combined. The car has under 50,000 miles and the shocks are rated for 75,000. Shocks for comparable autos run about \$50-\$75 the honda insight shocks cost \$171 and can only be acquired thru honda.

You can ask Mark at STS tire & auto center why he stressed replacing the shocks; I really think that he would have rather not.

No Joke, this type of auto service is reckless if not dangerous.

Sincerely;

[REDACTED]
[REDACTED]
Shirley NY [REDACTED]
[REDACTED]

Cc baron honda apple honda & honda

NATIONAL TRANSPORTATION SAFETY BOARD

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Washington, DC 20594

10 22 2016

Re: my auto 2012 honda insight vin JHMZE2H36C8 [REDACTED]

Seller apple honda Riverhead NY

Service barron honda Patchogue NY

Dear Sirs:

On October 20 2016 I visited the apple honda & was subjected to an airbag recall that I was not aware of. I never received any notification (mail or other) about this recall or why it was necessary. Most frustrating was that the reason I brought the auto into the dealership is faulty TPMS. After doing the airbag recall I was told that TPMS service would cost about \$300 & an additional \$400 in maintenance was necessary. It made me feel as if I was lucky the honda service center did the airbag recall for free.

Most upsetting was that when I asked to speak to management I suddenly found myself being surrounded by employees wearing gloves and staring me down.

I want to know why the airbag had to be recalled and why the recall was not addressed in previous service visits. The auto has been serviced & NYS inspected at honda service centers only. I also would like to know if there are any other recalls, service upgrades and such that I should be aware of and who will be contacting me about future problems with the auto.

I am still driving around with faulty TPMS after being told that it is safe and does not harm the auto.

Sincerely;

[REDACTED]

[REDACTED]

Shirley NY [REDACTED]

[REDACTED]



1375 OLD COUNTRY ROAD, ROUTE 58
RIVERHEAD, NY 11901
631-727-0904



Extended Service Plan

Vehicle REPORT CARD-Multi-Point Inspection as recommended by Apple Honda

Name: _____

Make/Model/Year: _____ State _____

E-Mail Address: _____

Mileage: _____ Inspect. Month: _____

Today's Date: _____ RO/Tag: _____

VIN #: _____ Plate #: _____

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
☐ THE WORKS FUEL SAVING PACKAGE	☐	☒ Engine Air Filter	☐
☐ Oil Change & Filter	☐	☐ Engine Coolant 5 Years	☐
☐ Tire Rotation	☐	☐ Transmission Fluid &/or Filter	☐
☐ Fuel Filter	☐	☒ Cabin Air Filter	☐
☐ Reset Maintenance Light	☐	☐ Brake Fluid 3 Years	☐

FLUID LEVELS		SERVICED
☒ Oil and/or fluid leaks		☐

OK	FILL	OK	FILL	OK	FILL
☒	☐ Engine Oil	☒	☐ Power Steering	☐	☐ Transmission (if equipped with dipstick)
☒	☐ Brake Reservoir	☐	☒ Window Washer	☒	☐ Coolant Recovery Reservoir

BATTERY		SERVICED
Factory spec cold cranking amps <u>332</u>	Battery Condition	☐
Actual cold cranking amps <u>365</u>		

WIPER BLADES/WINDSHIELD		SERVICED
☐ Wipe Test Performed	☒ Wiper Blades	☐

WINDSHIELD	
☒	Windshield for cracks, chips and pitting

EXTERIOR BODY	
	Note any existing exterior body damage or defects on diagram

Comments:

- Air filter - \$45
- Cabin filter - \$70
- Transmission service - \$140
- Fuel service - \$140
- 4 tires
- Passenger rear TMS Sensor

SYSTEMS / COMPONENTS	
BRAKE SYSTEM	
☒ Brake system (including lines, hoses, and parking brake)	
BRAKE CONDITION	
Left Front	Right Front
Left Rear	Right Rear
STEERING / SUSPENSION	
☒ Shocks/struts and other suspension components for leaks and/or damage	
☒ Steering, steering linkages and ball joints	
☒ Drive shaft, transmission, u-jointed and shift linkage (if equipped) and lubricate (as needed)	
EXHAUST SYSTEM	
☒ Exhaust system (leaks, damage, loose parts)	
LIGHTS	
☒ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	
BELTS / HOSES / MOUNTS	
☒ HVAC system and hoses/lines for leaks and/or damage	
☒ Engine Cooling System, radiator, hoses and clamps	
☒ Accessory drive belt(s)	
TIRE CONDITION	
Left Front	Right Front
Tire Inflation Set <u>34</u> psi	Tire Inflation Set <u>34</u> psi
Left Rear	Right Rear
Tire Inflation Set <u>34</u> psi	Tire Inflation Set <u>34</u> psi
*** Tires are measured in 32nds ***	
Alignment: ☒	

LEGEND

May contribute to vehicle efficiency and promote greener environment
 Checked and OK at this time May require future attention Requires immediate attention

Be sure to visit applehonda.net today!

We are certified to service all vehicles, makes and models.
Please call us with your Service needs. Thank You.

Advisor: _____ Tech: Dean

Customer Signature: _____

STS TIRE & AUTO CENTERS

If you are not 100% satisfied with the service you have received, please call 1-800-757-4291

Shirley, 610
Old William Lloyd Farm
Glenview, Ill 60045
Residing: 1941-1942, 1943-1944
Phone: (312) 468-1544

SOLD 1

SEND TO:

1. $\frac{1}{2}$ 2. $\frac{1}{2}$ 3. $\frac{1}{2}$ 4. $\frac{1}{2}$ 5. $\frac{1}{2}$ 6. $\frac{1}{2}$ 7. $\frac{1}{2}$ 8. $\frac{1}{2}$ 9. $\frac{1}{2}$ 10. $\frac{1}{2}$

[illegible]

WARNING: Lug nuts/bolts must be checked and retorqued immediately after the first 25 miles of use. Please return to STS immediately after 25 miles of your service so that we can check and retorque your lug nuts/bolts.

I hereby authorize the repair work set forth to be done along with the necessary material & 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 for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you & your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. An ex-press Mechanics Lien is hereby acknowledged on said vehicle to secure the amount of repairs thereto. I hereby waive my rights to a written estimate of the extent nature & cost of the service to be provided. Liability will not hold you responsible for fees on rental cars. Any warranties on the product are not hereby made by the manufacturers. The seller hereby expressly disclaims all warranties either expressed or implied warranty of fitness for a particular purpose & neither assumes any person to assume for it any liability in or over comes first by the dealer-parts, 90 days or 4,000 miles, whichever comes first by the manufacturer. The product. These repairs are covered: by a limited warranty-labor 30 days or 1,000 miles, whichever period. I will not stop payment on any parts and/or labor.

X SIGNATURE

SIGNATURE							
PARTS	LABOR	TAX%	TAXABLE AMOUNT	SALES TAX	F.E.T.	STATE WASTE TIRE FEE	INVOICE TOTAL