



APR 13 2018

CL-11081320-2866

April 6, 2018

Office of Defects & Investigations
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

RE:

File Number

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs would appreciate your assistance with the enclosed complaint from [REDACTED]. Understanding that the scope of this complaint is not within the Division of Consumer Affairs jurisdiction, our agency is forwarding this complaint to your department for review and appropriate action.

As a courtesy to the consumer, we are forwarding you a copy of this complaint. Please feel free to contact [REDACTED] directly in order to discuss the issues raised in the complaint or should you need additional information.

Our agency thanks you for your attention given to this matter.

Sincerely,

Sierra Pruitt

Sierra Pruitt
Consumer Affairs Specialist 2

FAX: 615-532-4994
sierra.pruitt@tn.gov

Enclosure

NM

4.23.18

W

PR



Consumer Complaint

Commerce & Insurance
Division of Consumer Affairs
500 James Robertson Parkway, Twelfth Floor
Nashville, TN 37243-0600
(615) 532-4994 Fax

Received in office:

For official use only:

subject code: 11

assigned to: SP

File #:

RECEIVED

APR 03 2018

Section I: How Do We Reach You?

Your Contact Information

Please Print Clearly or Type. All fields marked with an asterisk (*) are required. Provide as much information as possible.

*Name: [REDACTED]
*Address: [REDACTED]
*City: Monroe *State: TN *Zip: [REDACTED]
*(Tennessee Residents only) County: Monroe
Phone: Home: [REDACTED] Work: () E-mail address: [REDACTED]
Best Contact Time: Morning

Section II: Who is Your Complaint Against?

Business Contact Information

*Business Name: American Honda Motor Co. Inc.
Contact Person: _____
*Address: Mail Stop 500-2N-7A 1919 Torrance Blvd.
*City: Torrance *State: CA *Zip: 90501-2746
Phone: (800) 999-1099 Fax: () _____
E-mail address: _____ Website address: _____
Type of Product or Service: Automotive

Section III: What Happened?

Details of Incident

*Amount involved: \$ _____ How did you pay? making payments *Date of transaction: 06/12/2015
*Have you contacted the business about this complaint? Yes If YES, to whom and when: Rep. Marlinae Frankel
*What are you asking the business to do? To fix or replace car 310-781-5101
*What did the business do? Give claim number, I attempt to call us, cash [REDACTED]
Tried to contact 3-28-18 at 3:14 pm left voice mail
List all agencies you have contacted about this complaint: BBB NHTSA
*Have you or the business filed a lawsuit regarding this complaint? ☐ YES ☒ NO
Was this product or service advertised? _____ If YES, when and where? _____
(Please send a copy of the advertisement, if it is available.)

Section III: What Happened?
(Continued)

*Briefly describe your complaint and include all important facts. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will **NOT** be returned.

L+R Side airbags deployed while driving on March 18, 2015 causing us to run out of road. On March 18, 2018 we filed a report with Monroe County Police Dept. I picked up report and we went to Airport Honda in Alcoa TN. We talked to Rick McGinnis who said he would have to speak to his boss and would contact us the next morning. At 11:50am Rick McGinnis calls and tells us that Honda is not responsible and we should file it on our insurance. My wife called the salesman who sold us the car Brett Meriott on Wed. March 21, he called back and said we could meet with the district Manager (Mark) on Thurs March 22 at 2:00pm. He only confirmed what Rick McGinnis has told us. He also said if we would get some one to haul the car to them they would be glad to check it out at our expense.

We have spoken to and filed a claim with our Insurance, they told us the car is basically totaled. Adjuster Shelby S. Carroll Progressive Ins.

Section IV: Automobile Complaints
Required Information for Automobile Complaints Only

*Year: 2015 *Make: Honda *Model: Fit
*Vin Number: 3HGGK5G56FM [REDACTED]

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content. I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

[REDACTED] March 28, 2018
*Signature *Date

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age: ☐ 18-29 ☒ 30-39 ☐ 40-49 ☒ 50-59 ☐ 60 or older
Is your home telephone number registered on the Tennessee Do Not Call List? ☐ Yes ☒ No
Is your home telephone number registered on the National Do Not Call List? ☐ Yes ☒ No
Have you previously filed any complaint(s) with this Division in the last 2 years? ☐ Yes ☒ No
If yes, please state against whom _____

ON 3-18-18 AT ABOUT 2:06 AM I SPOKE WITH [REDACTED] BY PHONE. HE REPORTED THAT ON 3-18-18 AT ABOUT 1:15 AM HE WAS DRIVING IN THE AREA OF [REDACTED] WHEN THE LEFT AND RIGHT SIDE CURTAIN AIR BAGS SUDDENLY DEPLOYED WITHOUT REASON. THE IMPACT OF THE AIR BAGS ON [REDACTED] LEFT SIDE CAUSED HIM TO LEAVE THE ROADWAY FIRST TO THE RIGHT THEN TO THE LEFT. WHEN THE VEHICLE LEFT THE ROADWAY, DAMAGE WAS SUSTAINED TO THE BOTTOM OF THE RIGHT FRONT FENDER AND THE BOTTOM OF THE LEFT FRONT FENDER. BECAUSE OF NO CELL PHONE SIGNAL, [REDACTED] DROVE ON HOME TO [REDACTED] THEN CALLED TO REPORT THE INCIDENT. I CHECKED THE AREA OF THE ACCIDENT AND DETERMINED THERE WAS NO IMPACT WITH ANYTHING TO CAUSE THE AIR BAGS TO DEPLOY. THERE WAS A RE-CALL ON [REDACTED] VEHICLE, A 2015 HONDA FIT, ABOUT DEFECTIVE AIR BAGS. [REDACTED] COMPLAINED OF PAIN IN HIS HIS LEFT SHOULDER. HIS WIFE, [REDACTED] COMPLAINED OF PAIN ON THE RIGHT SIDE OF HER HEAD. SHE WAS A PASSENGER SITTING IN THE RIGHT FRONT SEAT. THEIR DAUGHTER, [REDACTED] AGE [REDACTED] YR OLD, WAS SITTING IN A CHILD RESTRAINT SEAT IN THE RIGHT REAR SEAT. SHE WAS NOT INJURED. THIS OCCURRED IN MONROE CO. TN.

SGT STEVE OGLE

INVOICE



Honda

TwinCity

3069 Airport Hwy. Alcoa, TN 37701

(865) 970-7792 • (800) 264-4721

www.airporthonda.com

PAGE 1

VONORE, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4499 DAVON REVELS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	HONDA FIT	3HGGK5G56FM		8438/8438	T301	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18JUN15 DE			WAIT 14OCT15			CHG	14OCT15
H.O. OPENED	READY	OPTIONS: SOLD-STK:FM DLR:					
10:17 14OCT15	12:38 14OCT15	ENG:1.5_Liter TRN:6_SPEED_MANUAL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CAR CARE COUPON		(OIL AND FILTER SERVICE WITH TIRE ROTATION)	0W20			
	CCR CAR CARE COUPON...		(OIL AND FILTER SERVICE WITH TIRE ROTATION)	0W20			
			4587, URIOSTE, JOSH LIC#: A				
			CPSC		11.00		11.00
			1 15400-PLM-A01 FILTER, OIL		7.04	5.00	5.00
			1 94109-14000 WASHER, DRAIN (14MM)		0.50	0.50	0.50
			5 0020C 0W20 HONDA SYN BLEND OIL		4.70	4.70	23.50
PARTS:			29.00 LABOR:	11.00 OTHER:	0.00	TOTAL LINE A:	40.00

B	FREE MULTIPPOINT VEHICLE INSPECTION MC 1B		MULTI FREE MULTIPPOINT VEHICLE INSPECTION				
			A602 CPSC		0.00		0.00
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE B:	0.00

C	CS LEFT REAR TIRE HAS BEEN LEAKING /DRIVER REAR		TR PATCHED LEFT REAR TIRE				
			4215 ISP				(N/C)
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE C:	0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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***SHOP SUPPLY COSTS:**
We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	11.00
PARTS AMOUNT	29.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	40.00
LESS INSURANCE	40.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

INVOICE


Honda TwinCity/A

3069 Airport Hwy. Alcoa, TN 37701

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www.airporthonda.com

PAGE 1

VONORE, TN

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 4599 DUSTIN LEMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	15	HONDA FIT	3HGGK5G56FM		24916/24916	T9336
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
18JUN15	DD		WAIT 13JUN16			CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:FM DLR:				
		ENG:1.5_Liter TRN:6_SPEED_MANUAL				
17:20 13JUN16	17:56 13JUN16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A FREE HONDA MULTI-POINT VEHICLE INSPECTION							
CDR TECH NOTED AIR AND CABIN FILTERS							
NEEDED-\$90+TAX							
4587 URIOSTE, JOSH LIC#: A							
CPX							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							

B PERFORM SEMI SYNTHETIC OIL AND FILTER SERVICE
LORD PERFORM SEMI SYNTHETIC OIL AND FILTER SERVICE

4587 URIOSTE, JOSH LIC#: A							
CPX							
1 15400-PLM-A01 FILTER, OIL							
1-94109-14000 WASHER, DRAIN (14MM)							
5 0020C 0W20 HONDA SYN BLEND OIL							
PARTS: 28.24 LABOR: 11.71 OTHER: 0.00 TOTAL LINE B: 39.95							
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	11.71
PARTS AMOUNT	28.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.59
TOTAL CHARGES	40.54
LESS INSURANCE	0.00
SALES TAX	3.90
PLEASE PAY THIS AMOUNT	

INVOICE



Honda

TwinCity

DUPLICATE 2
PAGE 1

3069 Airport Hwy. Alcoa, TN 37701
(865) 970-2300 • (800) 264-4721
www.airporthonda.com

SERVICE ADVISOR: 4599 DUSTIN LEMONS

VIN	LICENSE	MILEAGE IN/OUT	TAG
3HGGK5G56FM		30655/30655	T080
PROMISED	PO NO	RATE	PAYMENT
WAIT 23SEP16			CHG
INV DATE	23SEP16		

OPTIONS: SOLD-STK:FM DLR
ENG:1.5_Liter TRN:6_SPEED_MANUAL

DATE	TIME	INITIALS
16		
ND FILTER SERVICE WITH TIRE ROTATION (ON) 0W20		
(OIL AND FILTER SERVICE		
ON) 0W20		

ITEM	QTY	UNIT PRICE	TOTAL
LITER, OIL	8.65	11.76	11.76
ER, DRAIN (14MM)	0.50	0.50	0.50
SYN BLEND OIL	5.30	4.05	20.25
11.76 OTHER:	0.00		
TOTAL LINE A:			40.00

ITEM	QTY	UNIT PRICE	TOTAL
FILTER	9.95	9.95	9.95
ELEMENT, AIR CLEANER	31.34	31.34	31.34
9.95 OTHER:	0.00		
TOTAL LINE B:			41.29

C INSTALL CABIN FILTERS 03 AND UP ACCORD, 01 AND UP CIVIC, ELEMENT, PILOT, S200, 05 AND UP ODYSSEY, RIDGELINE AND CRV
CABIN INSTALL 2BIN FILTER

1 80291-T5R-101 ELEMENT, FILTER	39.23	19.95	19.95
PARTS: 39.23 LABOR: 19.95 OTHER: 0.00			
TOTAL LINE C:			59.18

D FREE HONDA MULTI-POINT VEHICLE INSPECTION
MULTI FREE HONDA MULTI-POINT VEHICLE INSPECTION

1 76632-T5A-101 RUB, BLADE (350MM)	8.50	8.50	8.50
1 76622-T5A-101 RUB, BLADE (700MM)	8.50	8.50	8.50
1 76622-T5A-103 RUB, BLADE (350MM)	8.50	8.50	8.50
PARTS: 25.50 LABOR: 0.00 OTHER: 0.00			
TOTAL LINE D:			25.50

E** CUST STATES TRIP (PIECE ON REAR HATCH IS CRACKED
CAUSE: PARTS ORDERED)

SOP PARTS ORDERED

999

(N/C)

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By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you agree to any replaced parts as requested by you, in exchange for your payment of the Amount Due.		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES *	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			

VONORE, TN
HOME:
BUS:

PAGE 1

CONT:
CML:

SERVICE ADVISOR: 4599 DUSTIN LEMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	15	HONDA FIT	3HGGK5G56F		40816/40816	T974
DEL. DATE	PROD. DATE	WARRANTY EXP.	PROMISED	PO NO.	RATE	PAYMENT
18JUN15 DD			WAIT 06FEB17			CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:FM	DLR:		
15:57 06FEB17	16:32 06FEB17	ENG:1.5 Liter	TRN:6	SPEED	MANUAL	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CAR CARE COUPON						
	OIL AND FILTER SERVICE WITH TIRE ROTATION						
	LOPP OIL/FILTER SERVICE COMPLETE, TIRE ROTATION						
	NOT NEEDED AT THIS TIME						
	4590 CP3C						11.71
	1	15400-PLM	201	FILTER, OIL	7.49	7.49	7.49
	1	94109-140	(C	WASHER, DRAIN (14MM)	0.50	0.50	0.50
	5	0020C	0W20	HONDA SYN BLEND OIL	4.70	4.05	20.25
PARTS:	28.24	LABOR:	11.71	OTHER:	0.00	TOTAL LINE A:	39.95

B FREE HONDA MULTI-POINT VEHICLE INSPECTION

54 TECH NOTED THAT WIPER INSERTS AND CABIN FILTER
WILL BE NEEDED AT NEXT SERVICE INTERVAL

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

C RAN VEHICLE IDENTIFICATION NUMBER, NO OPEN RECALLS

NOR RAN VEHICLE IDENTIFICATION NUMBER, NO OPEN
RECALLS

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

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UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	11.71
PARTS AMOUNT	28.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	39.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	39.95

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALCOA, TN 37701
(865)622-7436

INVOICE



Honda TwinCity

3069 Airport Hwy. Alcoa, TN 37701
(865) 970-2300 - (800) 264-4721
www.airporthonda.com

DEBIT SALE

WID: 7432 Store: 0000 Term: 0002

REF#

ELL:

SERVICE ADVISOR: 4618 ALEX TIPTON

Batch #: 05/23/17
Invoice #: 152433

Trans ID: 587143698732832

Appr Code: 620371 Network: Q

Trace: 152428 Settle: 0524

DEBIT Swiped

AMOUNT \$93.23

APPROVED

THANK YOU

CUSTOMER COPY

PARTS: 28.24 LABOR: 11.71 OTHER: 0.00 TOTAL LINE A: 39.95

B EXPRESS SERVICE- MULTI-POINT INSPECTION

101001 EXPRESS SERVICE- MULTI-POINT INSPECTION

4653 CPX

0.00 0.00

CABIN INSTALL CABIN FILTERS 03 AND UP ACCORD, 01

AND UP CIVIC, ELEMENT, PILOT, S2000, 05 AND

UP ODYSSEY, RIDGELINE AND CRV

4653 CPX

5.00 5.00

1 80291-T5R-A01 ELEMENT, FILTER

39.23 39.23 39.23

PARTS: 39.23 LABOR: 5.00 OTHER: 0.00 TOTAL LINE B: 44.23

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 0.84

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DESCRIPTION	TOTALS
LABOR AMOUNT	16.71
PARTS AMOUNT	67.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.84
TOTAL CHARGES	85.02
LESS INSURANCE	0.00
SALES TAX	8.21
PLEASE PAY THIS AMOUNT	93.23

SALE

MID: 7432 Store: 0000 Term: 0002

PAGE 1

3069 Airport Hwy. Alcoa, TN 37701
(865) 970-2300 • (800) 264-4721
www.airporthonda.com

Batch # [REDACTED] REF# [REDACTED]

RRN: 723019402936
08/18/17 15:10:19

Invoice # [REDACTED]

Trans ID: 087199266199080

APPR CODE: 01884R

DISCOVER

Chip
**/*

AMOUNT

\$57.28

APPROVED

Discover Credit

AID: A0000001523010

TVR: 00 00 00 80 00

TSE: E8 00

THANK YOU!

CUSTOMER COPY

20.24

LABOR:

22.90

OTHER:

0.00

TOTAL LINE A:

51.14

B EXPRESS SERVICE- MULTI-POINT INSPECTION

101001 EXPRESS SERVICE- MULTI-POINT INSPECTION

4660 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C FREE ALIGNMENT CHECK WITH HUNTER LASER SYSTEM

FAC FREE ALIGNMENT CHECK WITH HUNTER LASER SYSTEM

999 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

1.15

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DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	22.90
PARTS AMOUNT	28.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

VONORE, TN

HOME:

CONT:

BUS:

CELL:

PAGE 1

3069 Airport Hwy. Alcoa, TN 37701
(865) 970-2300 • (800) 264-4721
www.airporthonda.com

SERVICE ADVISOR: 4618 ALEX TIPTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	HONDA FIT	3HGGK5G56F		63262/63262	T665	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN15 DD			WAIT 14NOV17			CASH	14NOV17
R.O. OPENED		READY		OPTIONS: SOLD-STK:FM			DLR:
13:56 14NOV17		14:39 14NOV17		ENG:1.5_Liter TRN:6_SPEED_MANUAL			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM HONDA 0W-20 SYNTHETIC OIL AND FILTER SERVICE 2010 AND NEWER

LOFP PERFORM HONDA 0W-20 SYNTHETIC OIL AND FILTER

SERVICE 2010 AND NEWER

4653 CPX

1 15400-PLM-A01 FILTER, OIL

8.65

11.71

11.71

1 94109-14000 WASHER, DRAIN (14MM)

0.50

0.50

0.50

5 0020C 0W20 HONDA ULTIMATE SYNTHETIC

5.30

4.05

20.25

PARTS:

28.24

LABOR:

11.71

OTHER:

0.00

TOTAL LINE A:

39.95

B EXPRESS SERVICE- MULTI-POINT INSPECTION

AIRFILTER INSTALL AIR FILTER

4653 CPX

1 17220-5R0-008 ELEMENT, AIR CLEANER

29.34

10.61

10.61

PARTS:

29.34

LABOR:

10.61

OTHER:

0.00

TOTAL LINE B:

39.95

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

1.12

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS:
We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	22.32
PARTS AMOUNT	57.58
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	1.12
TOTAL CHARGES	81.02
LESS INSURANCE	0.00
SALES TAX	7.78
PLEASE PAY THIS AMOUNT	88.80

VONORE, TN
HOME
BUS:

CONT:
CELL:

PAGE 1

3069 Airport Hwy. Alcoa, TN 37701
(865) 970-2300 • (800) 264-4721
www.airporthonda.com

SERVICE ADVISOR: 4599 DUSTIN LEMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	HONDA FIT	3HGGK5G56F		71361/71361	T766	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
18JUN15 DL			WAIT 10FEB18			CASH	10FEB18
R.O. OPENED		READY		OPTIONS: SOLD-STK:FM DLR			
13:49 10FEB18		14:23 10FEB18		ENG:1.5_Liter TRN:6_SPERD_MANUAL			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	HONDA	OW-20 SYNTHETIC OIL AND FILTER SERVICE-2010 AND NEWER				
	LOF	REPLACE OIL AND FILTER, SET TIRE PRESSURE AND					
	INSPECT	FLUIDS					
	4590	CPX			11.71		11.71
	1	15400-PLM-A01 FILTER, OIL		8.65	7.49		7.49
	1	94109-14000 WASHER, DRAIN (14MM)		0.50	0.50		0.50
	5	0020C OW20 HONDA ULTIMATE SYNTHETIC		5.30	4.05		20.25
PARTS:	28.24	LABOR:	11.71	OTHER:	0.00	TOTAL LINE A:	39.95

B FREE ALIGNMENT CHECK WITH HUNTER LASER SYSTEM

00 NO CHARGE							
4590	ISP					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C EXPRESS SERVICE- MULTI-POINT INSPECTION

CDR TECH NOTED THAT A NEW TIRE SET WILL BE NEEDED							
SOON-GOODYEARS-\$445.28+TAX, INCLUDES LABOR							
AND LIFETIME ROTATION AND BALANCE							
4590	ISP					(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							0.59
---	--	--	--	--	--	--	------

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with this repair.		DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		LABOR AMOUNT	11.71
				PARTS AMOUNT	28.24
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES *	0.59
				TOTAL CHARGES	40.54
				LESS INSURANCE	0.00
DATE		CUSTOMER SIGNATURE		SALES TAX	3.90
		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		PLEASE PAY THIS AMOUNT	44.44

Pre-Delivery Inspection

2015 Honda Fit

Model	Year	Color	Key Code	Audio/Nav Code	Date
Fit	2015	Pol. Metal			
VIN	Stock #	Technician	DPTS ID		
3H66K5656FM		43650			

INSTRUCTIONS: Use the appropriate Service Manual, Owner's Manual, and Service Bulletin to do all of the operations listed below, and mark the ☐ after inspection. Put a line through the item if it does not apply to the vehicle.

Before Starting PDI

- ☒ Install the under hood audio, backup, and backup main fuses
- ☒ Check fill door release and fill up fuel tank, check gauge
- ☒ Remove protective films/coatings and wash vehicle
- ☒ Check paint finish for dents, dings, scratches, and blemishes

1. Vehicle Interior (Part 1)

- ☒ Remove interior protective plastic
- ☒ Release hood and rear hatch, check latch operation
- ☒ Remove interior protective plastic
- ☒ Remove tags and cargo items from cargo area and items from glove box
- ☒ Install and anchor floor mats* in place
- ☒ Check childproof locks and seat belt operation

00X31-T5A-M010
* if applicable

1. Vehicle Interior - (continued)

- ☒ Check brake pedal, parking brake, and clutch pedal* free play

2. Vehicle Exterior (Part 1)

Walk-around

- ☒ Check body fit and alignment
- ☒ Check paint finish for dents, dings, scratches, and blemishes
- ☒ Check hinges, locks, and latches (lubrication and operation)

3. Under Hood - Engine Cold

- ☒ Check battery state of charge with tester and enter the GOOD BATTERY 10-digit test code below (see S/B 88-023, Battery Testing and Replacement)

50424 L102M

3. Under Hood - (continued)

- ☒ Check battery cables and terminal tightness
- ☒ Check condition of wiring, hose clamps, and the belt tension indicator
- ☒ Check brake/clutch* fluid level
- ☒ Check coolant fluid level and concentration
- ☒ Check engine oil level
- ☒ Check washer fluid level and concentration
- ☒ Check for fluid leaks

4. Under Vehicle (On Lift)

Drive vehicle onto lift

- ☒ Start vehicle, bring to operating temperature and perform shift lever operation (CVT)

APD 00356

4. Under Vehicle (continued)**Raise to full height**

- ☐ Check CVT fluid level*
- ☒ Check manual transmission fluid level*
- ☐ Check body panels (low view) dents, scratches, etc.
- ☐ Check tires for defects or damage
- ☐ Check brake lines
- ☐ Check suspension and brakes
- ☐ Check suspension bolts for torque paint
- ☐ Check for fluid leaks
- ☐ Check steering gearbox and linkage
- ☐ Check driveline/axle/CV boots
- ☐ Check exhaust components
- ☐ Check clips on fuel lines
- ☐ Check underbody

5. Vehicle Exterior (Part 2)**Lower vehicle to half-height**

- ☒ Install front license plate holder*
- ☒ Check body fit, alignment and paint condition

5. Vehicle Exterior (continued)**Lower vehicle to ground**

- ☐ Adjust tire pressures to doorjamb label specs
- ☐ Calibrate the TPMS (see PDI & New Model service bulletin)¹
- ☐ Remove protective wheel covers and check wheel nut torque 108 Nm (80 lb-ft)
- ☐ Check keys; check operation of both keyless remote transmitters
- ☐ Check security system operation
- ☐ Manually check exterior door locks
- ☐ Install antenna mast

6. Rear Cargo Area

- ☐ Check tailgate light operation
- ☐ Check trim appearance and carpet fitment
- ☐ Check folding rear seat operation
- ☐ Check jack and tools
- ☐ Check spare tire pressure; check mounting and cover

7. Under Hood - Engine Idling**Close Hood**

- ☐ Cold-start engine
- ☐ Check engine cooling fan operation
- ☐ Check engine coolant temperature indicator operation
- ☐ Do idle learn procedure
- ☐ Check throttle operation and idle return
- ☐ Check tachometer
- ☐ Check engine idle speed - A/C on/off
- ☐ Check for abnormal noise/vibration, in and out of gear

8. Vehicle Interior (Part 2)

- ☒ Check seat adjustments
- ☐ Check tilt/telescopic steering column operation
- ☐ Install shift lock release cover (CVT)
- ☐ Exit Anti-Theft mode (Enter Code Screen) by pressing and holding power button for about 2 seconds
- ☐ Do navigation system PDI*
- ☐ Check audio system
- ☐ Set clock (non-navigation)

* if applicable

¹ Be sure to calibrate the TPMS each time you adjust the air pressure, rotate, or replace the tires.

8. Vehicle Interior (continued)

- ☐ Check XM® Radio* (do dealer rapid refresh, if necessary)
- ☒ Check audio system steering wheel controls and voice controls*
- ☒ Set radio station presets
- ☒ Check seat heater operation*
- ☒ Check instrument panel brightness
- ☒ Check instrument panel indicators
- ☒ Check exterior lights: headlights, taillights, parking lights, brake lights, turn signals and indicators, hazard lights, fog lights* and rear license plate lights
- ☒ Check front/rear defogger operation
- ☒ Check interior lights
- ☒ Check moonroof operation*
- ☒ Check headlight aim
- ☒ Check front and rear windshield wipers/washers
- ☒ Check power window operation and AUTO up/down feature
- ☒ Check glove box operation
- ☒ Check sun visors
- ☒ Check outside temperature display
- ☒ Check power mirror operation

* If applicable

*1 Models equipped with display audio system

8. Vehicle Interior - (continued)

- ☐ Check accessory power sockets, including USB and HDMI*1 ports
- ☒ Check console compartment
- ☒ Check assist handle mountings
- ☒ Check Bluetooth® HandsFreeLink® system operation*
- ☒ Check rear view camera operation
- ☒ Check horn
- ☒ Check passenger's airbag off indicator
- ☐ Check LaneWatch™ operation*
- ☒ Check interior cleanliness

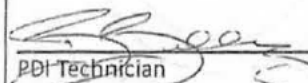
9. Road Test

- ☒ Verify shift lock (CVT)
- ☒ Verify that steering wheel is centered and free from vibration (tire balance)
- ☐ Initialize navigation system* (part of navigation system PDI)
- ☒ Check display audio operation*
- ☒ Check audio and navigation voice controls*
- ☒ Check speedometer
- ☒ Check engine performance under all driving conditions
- ☒ Verify that vehicle tracks straight

9. Road Test - (continued)

- ☐ Check CVT operation, including operation of paddle shifters*
- ☒ Check M/T clutch operation and shift smoothness*
- ☒ Check cruise control operation
- ☒ Check for abnormal noise/vibration, wind noise
- ☒ Check for squeaks and rattles
- ☒ Check ECON button operation

I certify that a Pre-Delivery Inspection has been completed on this vehicle following Honda specifications. In addition, I also certify that all items requiring attention have been rechecked AFTER the items have been serviced, according to Honda quality control standards and procedures.

 1-21-15
PDI Technician Date

Quality Control Inspector Date

Sales Pre-Delivery

10. Final Inspection (At Delivery)

VIN _____

Stock # _____

- ☐ Check battery state of charge with tester and enter the GOOD BATTERY 10-digit test code below (see S/B 88-023, Battery Testing and Replacement)

- ☐ Check for any open recalls or service campaigns
- ☐ Remove exterior and interior protective coverings (if not previously removed)
- ☐ Recheck all fluid levels
- ☐ Wash and clean vehicle
- ☐ Check paint finish for dents, dings, scratches, and blemishes
- ☐ Remove window sticker and clean window
- ☐ Check interior cleanliness
- ☐ Recheck tire pressures*, including spare (see driver's doorjamb label)
- ☐ Place glove box materials in glove box

Your authorized Honda dealer certifies that all emissions control systems preparation required by the manufacturer prior to the sale of the vehicle has been performed. Also, based on information furnished by the manufacturer, the vehicle is covered by an EPA Certificate of Conformity.

Finally, based on visual inspection of emissions control devices without the removal or adjustment of any component, there are no apparent deficiencies in the installation of such devices by the manufacturer. Under the Honda Emissions Performance Warranty, if your vehicle fails an EPA-approved Emissions Short Test within 90 days or 4,000 miles from the date or mileage at the time of delivery (whichever comes first), we will adjust, repair, or replace any parts necessary to remedy the nonconformity. We will make such repairs without cost to you whether you are penalized for failing the test or not. To qualify for this coverage, you must use and maintain your vehicle according to the instructions in your owner's manual.

Dealership Authorized Signature _____ Date _____

New Owner Information

The dealership has provided and the owner hereby acknowledges:

	Dealer Initials	Owner Initials
Receipt of Lemon Law Materials	_____	_____
Receipt of the Owner's Manual(s)	_____	_____
Receipt of the Technology Reference Guide	_____	_____
Receipt of the Warranty Materials	_____	_____
Enrollment in Honda Owners	_____	_____
Personalized Settings Completed	_____	_____

Dealership Authorized Signature _____ Date _____

Owner's Signature _____ Date _____

* Be sure to calibrate the TPMS each time you adjust the air pressure, rotate, or replace the tires.
NOTE: See your warranty booklet for details of the full emissions performance warranty coverage.



Department of
**Commerce &
Insurance**

Tennessee Division of Consumer Affairs
500 James Robertson Parkway / 12th Floor
Nashville, Tennessee 37243-0600

FIRST CLASS



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Washington, DC 20590

