

MAY 24 2018

CL-11099688-5421



File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

VEHICLE INFORMATION

* = Required

Vehicle Identification Number *What's this?*

JHMGK5H55G [REDACTED] [Test your VIN](#)

Valid VIN

* Your Vehicle's Make, Model and Model Year

Enter your vehicle make, model and model year separated by spaces (e.g., make model year). After three characters, possible matches may be shown and can be selected to complete your entry.

HONDA FIT 2016

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

BACK NEXT

NM
6-4-18
W



File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0008, Expires 05/31/2018

INCIDENT INFORMATION

* = Required

* What happened?

In your own words, tell us what happened.

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc.).

Complaints involving Takata inflators: Please type "Takata Recall" at the beginning of your complaint description below.

1900 characters remaining

NOTE: When describing what happened with your vehicle, tell us specifically if the vehicle was stationary, in motion, on a city street or a highway, turning, [more](#)

Upload a photo or other documentation

What can I upload?

- Formats: JPG, JPEG, GIF, TIF, TIFF, PNG, BMP or PDF
- Maximum size allowed per file: 5 MB
- Maximum number of files: 5

NOTE: Keep your records handy should we need to contact you for more information.

Select the link below for each image/document you want to upload. Filenames should be 30 characters or less.

SELECT IMAGE OR DOCUMENT

* When did this happen?

[BACK](#) [NEXT](#)



File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0006; Expires 05/31/2018

AFFECTED PARTS

* = Required

* What part of your car was affected?

Air Bags
[What's this?](#)

Body
[What's this?](#)

Brakes
[What's this?](#)

Elec. Stability Control
[What's this?](#)

Electrical
[What's this?](#)

Engine
[What's this?](#)

Fuel/Propulsion System
[What's this?](#)

Lighting
[What's this?](#)

Power Train
[What's this?](#)

Seat Belts
[What's this?](#)

Seats
[What's this?](#)

Speed Control
[What's this?](#)

Steering
[What's this?](#)

Suspension
[What's this?](#)

Visibility/Wiper
[What's this?](#)

Wheels
[What's this?](#)

Unknown or Other
[What's this?](#)

BACK NEXT

[REDACTED]
Peshtigo, WI
May 8, 2018

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
COMPLAINTS
1200 NEW JERSEY AVE., SE
WASHINGTON, DC. 20590

Attn. Manager:

VIN #JHMGK6H55GX [REDACTED]

I have owned two Honda Fits, 2013 and 2016, and experienced **sudden unintended acceleration** episodes in each car. With the 2016, there have been other problems which have caused me to seek service. Nothing has been found by three dealerships. Currently, I have been experiencing several other problems in a relatively short space of time with the 2016 and have been concerned about the confluence of episodes. If, indeed, there is a problem with the computer, etc., it is possible that another episode of **SUA** may re-occur soon.

I am enclosing copies of my records regarding the episodes with each car. The attachments cover my complete record of the problems with both cars but mainly the 2016. The 2013 model had only the **SUA** episode and was relatively free of other problems. I have sent the same copies to Honda and expect a reply. Please refer to the NHTSA form, also attached. I hope you can help me!

Thank you,
[REDACTED]

[REDACTED]
Peshtigo, WI
May 8, 2018

Honda Corporation
Mr. Toshiaki Mikoshiba
President and CEO - HNA, AHM
1919 Torrance Boulevard
Torrance, CA. 90501-2746

Dear Mr. Mikoshiba,

What is happening? When Honda was entering the American market, your reputation for careful, stylish and effective products generated sales in America as national brands in this country were inattentive to the needs of a significant number of buyers. When I looked around to replace my eleven year old Saturn, I found Honda had features that I valued. Honda was also known for a work ethic that supported product dependability. The car I purchased (4/26/13) was a 2013 Honda Fit. Little did I know at that time that there was a 2016 Fit in my future with a myriad of faults. If, in fact, three dealerships have never found or could not replicate any problems, my 2016 Fit must be an aberration of the production processes at the Honda manufacturing plants in Japan. As such, please replace the vehicle - any color but yellow. *(I have attached supporting documents for all of the episodes for both the 2013 and 2016 Fits.)*

I was satisfied with Fit styling, performance and dealer service and thought I had picked the best manufacturer for my needs ... until an episode of .. **sudden unintended acceleration hit - (SUA)** at mileage 3,620. I was stopped waiting to close the transaction with the person in the booth while checking out of a Portland parking deck. My car was positioned and required to exit across a busy sidewalk before entry into the street itself. The 10th Ave. deck is next to a Max line and the Portland main library on the opposite side of the street, next block uphill. If I had not contained the movement of the car it was very likely that I would have hit the pedestrians passing by at the time. If that had occurred, investigation would have probably blamed the driver (me) for any pedestrian injuries. Because of the "trust" which I had for a Honda dealership, I accepted that Dick Hannah Honda (**DHH**) had done their best for a Honda buyer. (DHH has their motto - Believe In Nice - emblazoned on all their license plate frames.) The car was serviced by (**DHH**) and no problems were found with no recall of the line. I continued to drive the car while leaving extra distance in front when stopping so if an **SUA** reoccurred I would have room to attempt to get control of the vehicle. The years I drove that car were stressful, always planning ahead for a second act! Meanwhile the dealership offered me a reasonable trade-in on a 2016 car. I assumed Honda's reputation was such that a corporation of their stature had certainly addressed this potentially dangerous problem. So, I traded in my stress-causing 2013 Fit and happily drove home a 2016 Fit. But, **the real "fits"** started as the problems revealed themselves early-on after that initial ride home.

With this repeat purchase at **DHH**, customer service deteriorated along with my trust. I could no longer accept the results of some aspects of the service and inspections completed. Service was so poor I switched to Beaverton Honda (**BH**) and found their service to be more as I expected from Honda. Kudos to **BH**.

Having previously experienced an incident when a man tried to enter my car as I was stopped for a traffic light, I wanted the doors to lock per my needs. It required multiple trips to the dealership (50 miles round trip) to finally find a tech who could make the adjustments. Additional complaints were: headlights; noise in center dash, **DHH** attributed to rebound noise from front suspension. (**BH** fixed it with insulating felt tape.) Radio volume, locks again, radio; locks again not working right; etc.....

2016 Fit. **SUA** at mileage 9,227.

See my letter to **BH** - complete description of **SUA**, attached.

I met with the service manager at **Van's Honda (VH)** when I hand-delivered my letter covering the latest bug - a **BLAST** from the radio. (see attached) With the various problems occurring within a short time frame, the result of a delay can be catastrophic. Too many things are happening within a brief period. The locks appear to need to again be re-loaded. Intermittently, when I put the car in park, all locks release. The radio going from a volume of 12 to 29 in less than 1 second? A history of 3 dealerships finding nothing wrong and no recalls when I am experiencing the opposite means I am no longer able to "Believe in Nice". Obviously the computer has problems, as do the dealerships.

2016 Fit. You may wonder why I did not write this letter soon after the **SUA** sudden unplanned acceleration episode last fall. Current - letter to (**VH**), Green Bay, WI. I am staying in Green Bay due to a family emergency but will return to Portland when concerns are resolved. These concerns have riveted my attention and time.

On the plus side, Honda misadventures have encouraged me to become more adept with on-line research opportunities. I am referencing several of my favorites which address Honda and **sudden unintended acceleration**. Major recall for 2015 Honda Fit. As these cars were imported, my car purchased in January 2016 was obviously manufactured in 2015 which elicited no contact from Honda.

I look forward to a reply and would appreciate notice of the ETA (estimated time of arrival) of the replacement automobile.

Thank you for your attention to this matter,



Attachments: 2016 Honda Fit

- | | |
|--------------------------------------|------------------------------------|
| 1. Letter to Van's Honda | 2. Van's Honda Service Form |
| 3. Van's Honda DTC Test Cert. | 4. Letter to Beaverton Honda |
| 5. Beaverton Service Form - 2 pgs. | 6. Beaverton Service Form - 2 pgs. |
| 7. Dick Hannah Service Form - 2 pgs. | 8. Beaverton Service Form - 2 pgs. |
| 9. Dick Hannah Repair Order | |

2013 Honda Fit

- | | |
|---------------------------|------------------------------|
| 10. Letter to Dick Hannah | 11. Dick Hannah Service Form |
|---------------------------|------------------------------|

<https://jalopnik.com/honda-yes-honda-recalls-175-000-cars-for-unintended-a-1603215615> Unintended acceleration: It's not just for pedal-confused people in Toyotas anymore! About 175,000 Japanese

examples of the 2015 Honda Fit are being recalled for potential "the kind of speed you don't want"-type problems.

Unintended Acceleration? Honda's Recall: A Software Bug

electric-cloud.com/.../unintended-acceleration-latest-honda-recall-software-driven-wor...

<http://electric-cloud.com/blog/2014/08/unintended-acceleration-latest-honda-recall-software-driven-world/c2.blogspot.com/2014/07/toyota-remains-mum-as-honda-admits-to.html>

<http://www.carproblemzoo.com/honda/fit/car-accelerates-on-its-own-problems.php>

▶ 10:01

<https://www.roadandtrack.com/.../audi-rs7-performance-acceleration/>

May 12, 2016 - Uploaded by The Hooniverse

▶ 10:01

Remember the Pinto? <https://www.howstuffworks.com>

2016 HONDA FIT

April 5, 2018

Van's Honda
2821 S. Oneida Street
Green Bay, WI 54304

Re: 2016 Honda Fit


Weather was ... a clear, blue sky day with temperatures in the upper 30's.

At 11:25 I was stopped at a traffic light - Mason at Oneida Sts. with my foot on the brake. CD was playing at volume level twelve (12). Without warning and in less than a second, the radio volume blasted to the level of twenty-nine (29). (I did not know that level of sound was possible.) With a history of more serious incidents with this auto, I consider myself fortunate to have the **sound** portion of the computer initialize a "sudden unintended sound acceleration" and not a repeat performance of the **engine's** "sudden unintended acceleration". Attachments will explain history.

I had not planned to seek your help today with the next issue as occurrences are intermittent and I was waiting for an increase in the number of episodes, as expected. But, as long as I am writing, I will include this comment re. door locks. Sometimes, all the doors unlock when I put the vehicle in PARK. And ... at times, when opening the drivers door, all the doors click open. When I purchased the car, new, similar problems were exhibited which I found unacceptable. The dealership seemed unable to adjust the lock mechanism. I took the car back multiple times - 50 miles round trip. Finally they found someone who understood what must be done and adjustments were made. This was important to me as in the past I had experienced an incident when a man tried to enter my car when I was stopped. I do not want to experience a similar situation again and lock control is crucial.

If you have any suggestions, please advise.

As I have had problems with this car previously, please insure that this letter is entered into your files and the Honda record for this 2016 Fit vehicle purchased 1/28/16.


Enc. - Beaverton Honda - sudden unintended acceleration 9/29/17
Copy of my letter to Beaverton Honda re. SUA 9/19/17
Beaverton Honda - re. Radio 3/9/17
Changed to different dealership
Dick Hannah Honda - re. locks. & radio ... dealer of purchase

(Hand delivered 4/13/18)



Honda

2821 S. ONEIDA • GREEN BAY, WI 54304
PHONE: (920) 499-5483 • FAX: (920) 499-0131
TOLL FREE: (800) 328-2671
www.vanshonda.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 8:00 p.m. Mon.
7:30 a.m. to 6:00 p.m. Tues. - Fri.
8:00 a.m. to 1:00 p.m. Sat.

2016

Pulaski, WI		A/R Number:	Invoice Number	
Phone (H):	Phone (W):	Customer Number:	Printed: APR 24 18 10:22 AM	
Phone (C):	Phone Oth:	PO Number:	Copy Number: 1	
Year/Make/Model: 2016 HONDA FIT		Auth Number:	Date Opened: 04/24/18	
VIN: JHMGK5H55 GX		Service Writer: Zachary Hamby	Date Notified: 04/24/18	
License Number:	Color:	Estimate Amount: \$	Date Delivered: 04/24/18	
Stock Number:	Mileage In: 15822	Terms & Conditions:	Hrs or Qty	List
Tag Number:	Mileage Out: 15822	Type of Sale: Retail	Ext Total	Grand Total
		Customer Signature		

1. Customer statement of problem

Customer States Scan vehicle for DTC's per service manager

1 -- Cause / Action to Take

Technician scanned all system for any stored DTC's per owner request.

No DTC's stored in system, history or active.

1 -- Correction / Action Taken

No further action taken as no DTC's stored in system

Tech (top): 68 Christopher Brend... (1)

68	0.00			0.00
	0.00	0		0.00
<u>Sub Total Parts</u>				0.00
<u>SubTotal Job # 1</u>				0.00

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for the loss or damage to vehicle or articles left in care in case of fire, theft, accident, or any other cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I understand that payment is due within 30 days of billing date. A 1% per month (12% per annum) late charge will be assessed on all unpaid balance until paid in full. I acknowledge receipt of a copy of this agreement.

Warranty Information: The parts checked "Warranty" on the face side hereof are covered by a manufacturer's warranty, copies of which are available through selling dealer. There are not other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or 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 these parts and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00

2016



All DTC Test Certification

1/1

Name _____

Model _____ **FIT**

VIN _____ **JHMGK5H55GX** 

System	DTC Code	Description
PGM-FI Permanent DTC	No DTC was found	
PGM-FI Temporary DTC	No DTC was found	
CVT Permanent DTC	No DTC was found	
CVT Temporary DTC	No DTC was found	
SRS System Permanent DTC	No DTC was found	
Seat Weight Sensor Permanent DTC	No DTC was found	
HONDA ABS Permanent DTC	No DTC was found	
EPS Permanent DTC	No DTC was found	
EVPS Permanent DTC	No DTC was found	
GAUGE Permanent DTC	No DTC was found	
BODY ELECTRICAL Permanent DTC	No DTC was found	

Date _____ **4/24/2018**

Dealer Number _____ **206905**

Service Shop _____

Service Manager Signature _____

disignatie trouble code

This was sent on the Beaverton Honda website. 9/19/2017

Attn: Service Manager

Yesterday there was an episode - need your advice.

12:05 pm. I was stopped at a red light and down fence restrictor at a Max crossing.

There were 3 cars ahead of me also waiting.

Brake on.

Suddenly, without warning the engine started racing.

At first I thought the increased noise was coming from the radio, but, quickly realized it was the engine as I could feel the car trying to lurch forward.

Had to forcefully push the brake as far as possible to stop forward movement and had to maintain extreme pressure on the brake. Would have hit the car in front of me.

A quick look at the dash did not seem to show anything wrong.

With some effort, I shoved the shift into park.

Turned off the engine.

When I re-started the car, it functioned as it should.

But, now I am uncertain about a repeat and must drive accordingly.

Has there been a recall on this?

Another occurrence

which I felt would be OK until I could investigate further.

It was raining yesterday morning and I had to go over to Hillsboro. At no time did the windshield wiper on the back window operate. I was driving as usual, in and out of parking spaces requiring back-up. The wiper never cleared that window.

After the above - the rear wipers were working.

Often when I have a heavy item to unload, I will leave the car running with the hazards, brake on and unload the item - then get back in the car and drive to my parking slot.

After the above and I was unloading the item and walking outside of the car, I noticed that the noise from the car seemed louder than usual.





10780 SW CANYON ROAD
BEAVERTON, OREGON 97005
503/643-6577
DIRECT (503) 526-2109
OR WATS 1-800-452-1184
WA WATS 1-800-423-8379
www.beavertonhonda.com

CUSTOMER #: [REDACTED] *4/11/2015*

INVOICE

PAGE 1

SERVICE ADVISOR: 6063 ANDREW JOHNSON

PORTLAND, OR
HOME: [REDACTED]
US: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
Silver	16	HONDA FIT	JHMGK5H55GX [REDACTED]	[REDACTED]	9227/9239	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
1JAN16 DD			WAIT 29SEP17			CASH	04OCT17

R.O. OPENED	READY	OPTIONS:
0:40 29SEP17	14:34 04OCT17	

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

CUSTOMER STATES WHILE AT A RED LIGHT, HER CAR STARTED TO LURCH FORWARDS AND ALMOST HIT THE PERSON IN FRONT OF HER, SHE HAD TO PRESS VERY HARD ON THE BRAKE TO GET IT TO STOP. NO ENGINE LIGHTS CAME UP OR ANYTHING. THE CAR WAS HARD TO GET INTO PARK AFTER THE INCIDENT. TURNED ENGINE OFF AND LET IT SIT FOR MINUTE OR TWO. SHE TURNED IT BACK ON AND CAR RAN FINE.

NOTE: UA INSP BY AEM

99 CUSTOMER STATES WHILE AT A RED LIGHT, HER CAR STARTED TO LURCH FORWARDS AND ALMOST HIT THE PERSON IN FRONT OF HER, SHE HAD TO PRESS VERY HARD ON THE BRAKE TO GET IT TO STOP. NO ENGINE LIGHTS CAME UP OR ANYTHING. THE CAR WAS HARD TO GET INTO PARK AFTER THE INCIDENT. TURNED ENGINE OFF AND LET IT SIT FOR MINUTE OR TWO. SHE TURNED IT BACK ON AND CAR RAN FINE.

2169 WH	(N/C)
3633 ROEGNER, BRYAN LIC# [REDACTED]	(N/C)
BL RENTAL, [REDACTED]	(N/C)
BL RENTAL, [REDACTED]	(N/C)
RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:	0.00

239 CUSTOMER NOT PRESENT FOR INSPECTION. INSPECTION PERFORMED BY TECHNICIAN. DPSM TEST DROVE VEHICLE 11 MILES. NO PROBLEMS OR DEFECTS IN MATERIAL OR WORKMANSHIP FOUND AT THIS TIME.

CUSTOMER STATES THE MORNING OF THE INCIDENT THE REAR WIPER WAS NOT WORKING, AFTER THE INCIDENT THE REAR WIPER STARTED TO WORK. ADVISE

99 CUSTOMER STATES THE MORNING OF THE INCIDENT THE REAR WIPER WAS NOT WORKING, AFTER THE INCIDENT THE REAR WIPER STARTED TO WORK.

Our Guarantee is 90 days or 4000 miles whichever occurs first. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

Supply charges are a token charge equivalent to 10% of the labor charge for supplies used on your vehicle. Maximum charge is \$25.00 Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, jewelry, solder battery cleaner, wire, window sealer, etc....

Hazardous waste material charges are a token for disposal. Applicable items are: anti-freeze, brake shoes, brake fluid and oil.

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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP./HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



10760 SW CANYON ROAD
BEAVERTON, OREGON 97005
503/643-5577
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OR WATS 1-800-452-1184
WA WATS 1-800-423-8379
www.beavertonhonda.com

INVOICE

PAGE 2

SERVICE ADVISOR: 6063 ANDREW JOHNSON

PORTLAND, OR

HOME:
BUS:
CONT:
CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Values: silver, 16, HONDA FIT, JHMGK5H55GX, 9227/9239.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Values: 01JAN16 DD, WAIT 29SEP17, CASH, 04OCT17.

Table with columns: R.O. OPENED, READY, OPTIONS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes ADVISE section.

3633 ROEGNER, BRYAN LIC#:
ISN
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

9239 INSPECTION PERFORMED ON LINE "A"

C Beaverton Honda Multi-Point Inspection
MPI Beaverton Honda Multi-Point Inspection

2169 ISN
3633 ROEGNER, BRYAN LIC#: 3633
ISN

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

DID WE MEET YOUR EXPECTATIONS AND WILL YOU RETURN TO BEAVERTON HONDA? MAYBE YES
AMERICAN HONDA MAY SEND YOU AN E-MAIL SURVEY. IT IS IMPORTANT TO ME. PLEASE TAKE A FEW MINUTES TO LET HONDA KNOW HOW I DID.

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CUSTOMER SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, SHOP SUPP./HAZ. WST. MATERIAL, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

2016



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CUSTOMER #:

INVOICE

PAGE 1

SERVICE ADVISOR: 6881 LUIS GARCIA

PORTLAND, OR
HOME:
BUS:

CONT:
CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Silver	16	HONDA FIT	JHMGK5H55GX		1610/1610		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA.
01JAN16 DE			WAIT 13APR16			CASH	13APR16

R.O. OPENED	READY	OPTIONS:
08:45 13APR16	10:31 13APR16	

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

A Customer states there is rattling in the dashboard
CAUSE: RATTLE IN DASH

99 Customer states there is rattling in the dashboard

206 BRASSEAU, RICHARD LIC#: D001302
WH (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
VERIFIED RATTLE ON TEST DRIVE, FOUND RATTLE COMING FROM CENTER
CONSOLE LATCH AREA. APPLIED INSULATING FELT TAPE TO CONTACT AREA AT
LATCH. TEST DROVE VEHICLE TO VERIFY RATTLE WAS GONE.

B Customer requests Beaverton Honda complimentary tire inspection.
Inspect tires, take measurements and place best tires on front.

TIRE Customer requests Beaverton Honda complimentary tire inspection. Inspect
tires, take measurements and place best
tires on front.

206 BRASSEAU, RICHARD LIC#: D001302
ISN (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
PLACED BEST TIRES ON FRONT

C Beaverton Honda Quality Vehicle Inspection
QVI Beaverton Honda Quality Vehicle Inspection

206 BRASSEAU, RICHARD LIC#: D001302
ISN (N/C)

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

D CUSTOMER WAITER, SAYS SHOULD BE UNDER WARRANTY, IN CASE SHE DECIDES
TO WALK CALL HER @

INFO CUSTOMER WAITER, SAYS SHOULD BE UNDER
WARRANTY, IN CASE SHE DECIDES TO WALK CALL
HER @

206 BRASSEAU, RICHARD LIC#: D001302

Our Guarantee is 90 days or 4000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

Supply charges are a token charge equivalent to 10% of the labor charge for supplies used on your vehicle. Maximum charge is \$25.00 Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder battery cleaner, wire, window sealer, etc....

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP./HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



10760 SW CANYON ROAD
 BEAVERTON, OREGON 97005
 503/643-5577
 DIRECT (503) 528-2109
 OR WATS 1-800-452-1184
 WA WATS 1-800-423-8379
 www.beavertonhonda.com

INVOICE

PAGE 2

PORTLAND, OR [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

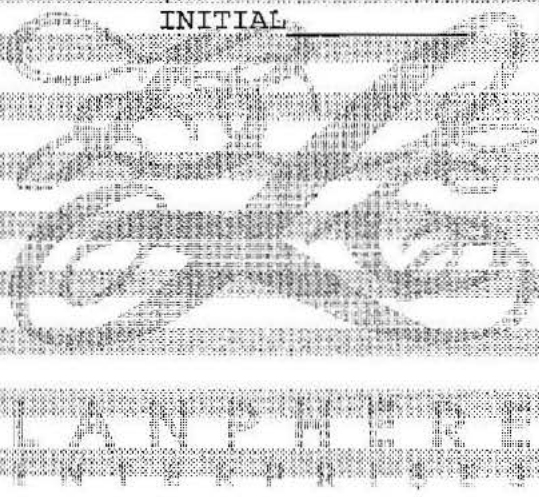
SERVICE ADVISOR: 6881 LUIS GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Silver	16	HONDA FIT	JHMGK5H55GY [REDACTED]	[REDACTED]	1610/1610	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			WAIT 13APR16			CASH	13APR16

R.O. OPENED	READY	OPTIONS:
08:45 13APR16	10:31 13APR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
							(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER:
				0.00		0.00	TOTAL LINE D:
							0.00

 DID WE MEET YOUR EXPECTATIONS AND WILL YOU
 RETURN TO BEAVERTON HONDA? MAYBE YES
 AMERICAN HONDA MAY SEND YOU AN E-MAIL SURVEY.
 IF YOU TAKE THE TIME TO RESPOND TO THE SURVEY
 WE WILL SEND YOU YOUR CHOICE OF THE FOLLOWING
 \$5 STARBUCKS CARD \$5 OFF NEXT SERVICE
 INITIAL _____ OR INITIAL _____



Our Guarantee is 90 days or 4000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

Supply charges are a token charge equivalent to 10% of the labor charge for supplies used on your vehicle. Maximum charge is \$25.00 Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder battery cleaner, wire, window sealer, etc....

Hazardous waste material charges are a token for disposal. Applicable items are: anti-freeze, brake shoes, brake fluid and freon.

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP.,MAZ. WST. MATERIAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

INVOICE



Dick Hannah Honda

3321 N.E. Auto Mall Drive · Vancouver, WA 98662
P.O. Box 1679 Vancouver, WA 98668
Phone: 360-944-3399 · Fax 360-944-3393
www.dickhannahhonda.com

PORTLAND, OR

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5760 SHAWN W BONEBRAKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
3	16	HONDA FIT	JHMGK5H55GX [REDACTED]	[REDACTED]	1501/1501	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31DEC15 IS							
28JAN16 DD			14:00 07APR16		0.00	CASH	07APR16

R.O. OPENED	READY	OPTIONS
10:21 07APR16	13:18 07APR16	SOLD-STK:H160530 DLR:206922

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

A CUSTOMER STATES: C/S: HEADLIGHTS ARE NOT ALWAYS WORKING IN THE 'ON' POSITION - PLEASE CHECK IN PARK, DRIVE AND MOTION TO SEE IF THEY ARE NOT WORKING CORRECTLY.

CONCERN1 CUSTOMER STATES -

866 IUC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1501 Headlights are working correctly at this time during specified condition. There is no reset procedure to be performed.

B CUSTOMER STATES - TURN SIGNALS SOMETIMES DO NOT CANCEL WHEN SHE MANUALLY PUTS SWITCH INTO THE 'MIDDLE/OFF' POSITION. CHECK AND ADVISE

CONCERN2 CUSTOMER STATES -

866 IUC

(N/C)

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

1501 The turn signal is designed to stay on for 3 clicks if the intermittent feature is used or if the signal is quickly turned off after being turned on.

C CUSTOMER STATES - NOISE FROM CENTER DASH ON ROUGHER ROADS. SOUNDS LIKE

A 'BUMING/CONTACT NOISE' NOT A RATTLE OR SQUEAK.

CONCERN3 CUSTOMER STATES

866 IUC

(N/C)

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

1501 Noise was heard and is normal rebound noise from front suspension when traveling over bumps/inconsistencies in the road. Unable to find anything from dash area.

D CUSTOMER STATES - RIGHT SIDE CLUSTER STAYS MORE BRIGHT THAN THE OTHERS - CHECK AND ADVISE.

CONCERN5 CUSTOMER STATES -

866 IUC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

1501 Right side cluster appears brighter than the rest due to the

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



Dick Hannah Honda

3321 N.E. Auto Mall Drive · Vancouver, WA 98662
P.O. Box 1679 Vancouver, WA 98668
Phone: 360-944-3399 · Fax 360-944-3393
www.dickhannahhonda.com

PORTLAND, OR
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 5760 SHAWN W BONEBRAKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
3	16	HONDA FIT	JHMGK5H55GX [REDACTED]	[REDACTED]	1501/1501	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC15 IS							
28JAN16 DD			14:00 07APR16		0.00	CASH	07APR16
R.O. OPENED	READY	OPTIONS: SOLD-STK:H160530 DLR:206922					
10:21 07APR16	13:18 07APR16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
LCD screen, the gauges produce the same light. This is normal function and compared exactly to other 2016 fits on the lot.							

EST: 0.00 07APR16 10:21 SA: 5760

TEMP CONTACT: [REDACTED]
WAITER - [REDACTED]



HONDA

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

CUSTOMER #: [REDACTED]

3/9

INVOICE



10760 SW CANYON ROAD
BEAVERTON, OREGON 97005
503/643-6577
DIRECT (503) 526-2109
OR WATS 1-800-452-1184
WA WATS 1-800-423-8379
www.beavertonhonda.com

INITIAL VISIT

PORTLAND, OR [REDACTED]
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

PAGE 1

SERVICE ADVISOR: 5810 LANCE SWANSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Silver	16	HONDA FIT	JHMGK5H55GX [REDACTED]	[REDACTED]	6155/6155	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN16 DD			WAIT 09MAR17			CASH	09MAR17

R.O. OPENED	READY	OPTIONS:
13:10 09MAR17	16:25 09MAR17	

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

A CUSTOMER STATES AUDIO VOLUME GOES DOWN FOR NO REASON WHILE DRIVING AND HAS NOTICED IT ON ROUGH/BUMPY ROADS, PLEASE CHECK AND ADVISE

99 CUSTOMER STATES AUDIO VOLUME GOES DOWN FOR NO REASON WHILE DRIVING AND HAS NOTICED IT ON ROUGH/BUMPY ROADS, PLEASE CHECK AND ADVISE

206 BRASSEAU, RICHARD LIC#: [REDACTED]

ISN (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

6155 WAS NOT ABLE TO DUPLICATE CONCERN AT THIS TIME.

B CUSTOMER STATES GREEN LIGHT INDICATING LIGHTS ARE ON DOESNT STAY ON SOMETIMES WHEN IN AUTO SETTING, PLEASE CHECK AND ADVISE

99 CUSTOMER STATES GREEN LIGHT INDICATING LIGHTS ARE ON DOESNT STAY ON SOMETIMES WHEN IN AUTO SETTING, PLEASE CHECK AND ADVISE

206 BRASSEAU, RICHARD LIC#: D001302

ISN (N/C)

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

6155 WAS UNABLE TO DUPLICATE CONCERN

C CUSTOMER STATES SUSPENSION NEEDS TO BE CHECKED DUE TO VEHICLE NOT FEELING RIGHT GOING DOWN ROUGH ROADS. DESCRIBED IT AS A LOOSE FEELING, PLEASE CHECK AND ADVISE

99 CUSTOMER STATES SUSPENSION NEEDS TO BE CHECKED DUE TO VEHICLE NOT FEELING RIGHT GOING DOWN ROUGH ROADS. DESCRIBED IT AS A LOOSE FEELING, PLEASE CHECK AND ADVISE

206 BRASSEAU, RICHARD LIC#: D001302

ISN (N/C)

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

6155 TEST DROVE VEHICLE AND FOUND RIDE QUALITY TO BE THE SAME AS LIKE MODEL. SET TIRE PRESSURES TO 33 PSI. ALL TIRES WERE AT 36 PSI.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP.,HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



10760 SW CANYON ROAD
BEAVERTON, OREGON 97005
503/643-5577
DIRECT (503) 526-2109
OR WATS 1-800-452-1184
WA WATS 1-800-423-8379
www.beavertonhonda.com

INVOICE

PAGE 2

PORTLAND, OR

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 5810 LANCE SWANSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Silver	16	HONDA FIT	JHMGK5H55GX	303GHK	6155/6155		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO N	RATE	PAYMENT	INV DATE
01JAN16 DD			WAIT 09MAR17			CASH	09MAR17

R.O. OPENED: 13:10 09MAR17
READY: 16:25 09MAR17

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

D Beaverton Honda Multi-Point Inspection
 QVI Beaverton Honda Multi-Point Inspection
 206 BRASSEAU, RICHARD LIC#: D001302
 ISN (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 6155 PERFORMED INSPECTION

E ACC. WAITING
 INFO ACC. WAITING
 206 BRASSEAU, RICHARD LIC#: [REDACTED]
 ISN (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F C/R WE CUT AND PROGRAM 1 NEW MASTER KEY
 99 C/R WE CUT AND PROGRAM 1 NEW MASTER KEY
 206 BRASSEAU, RICHARD LIC#: D001302
 CH
 1 35118-TY4-A00 35111 KEY 75.00 50.00 50.00
 PARTS: 75.00 LABOR: 50.00 OTHER: 0.00 TOTAL LINE F: 125.00
 6155 PROGRAMMED ONE NEW MASTER KEY

DID WE MEET YOUR EXPECTATIONS AND WILL YOU
 RETURN TO BEAVERTON HONDA? MAYBE YES
 AMERICAN HONDA MAY SEND YOU AN E-MAIL SURVEY.
 IF YOU TAKE THE TIME TO RESPOND TO THE SURVEY
 WE WILL SEND YOU YOUR CHOICE OF THE FOLLOWING
 \$5 STARBUCKS CARD \$5 OFF NEXT SERVICE
 INITIAL OR INITIAL

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	50.00
PARTS AMOUNT	75.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP./HAZ. WST. MATERIAL	0.00
TOTAL CHARGES	125.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	125.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: JHMGK5H55GX [REDACTED]

Main: [REDACTED]
2016 FIT 3

Click to View Cust Copy
Cell:

Mileage: 303
Service advisor: 5760
Tag number: T020

Payment type: CASH
Promised time: 12:30 PM
Promised date: 02/11/2016

Waiter: No
Estimate: 0.00
Customer Comments: Yes

A CUSTOMER STATES - GOAL - ALL DOORS NEEDS TO LOCK WHEN YOU START MOVING. WHEN PARKED - NEEDS TO STAY LOCKED. WHEN SHE GETS OUT OF CAR ONLY THE DRIVER DOOR NEEDS TO BE UNLOCKED.

CONCERN5	ISPG	CUSTOMER STATES -	0.00	0.00
Tech(s): 99999				
Pts:	0.00	Lbr:	0.00	Other:
Story: 303 NICK FAUST CAME OVER AND GOT THE SETTINGS CORRECT AS STATED ABOVE. CUSTOMER IS VERY HAPPY!				0.00
Total Line A:				0.00

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00



Purchased
1/28/16

BEST PRICE
YOUR NEGOTIATION-FREE
NORTHWEST HONDA DEALER

Shawn Bonebrake
Dick Hannah Honda
Team Service Manager

P 360-944-3432
F 360-944-3393
sbonebrake@dickhannah.com
dickhannahhonda.com

Dick Hannah
DEALERSHIPS



Believe in nice.

2013 HONDA FIT

2013

Dick Hannah Honda
11/11/13

To Service:

Re. my 2013 Fit.

Was on a downhill slope, waiting in line to check out of a parking deck in Portland. 2 cars ahead of me. Car was in drive/foot on the brake. All of a sudden the engine accelerated for what seemed like a long time but was probably seconds. I depressed the brake further and pulled up the hand brake. Stopped the forward movement.

Have you had a recall? Please call.



Re. my 2013 Fit.

Was on a downhill slope, waiting in line to check out of a parking deck in Portland. 2 cars ahead of me. Car was in drive/foot on the brake. All of a sudden the engine accelerated for what seemed like a long time but was probably seconds. I depressed the brake further and pulled up the hand brake. Stopped the forward movement.

Have you had a recall? Please call.



2013



Dick Hannah Honda
 3321 NE Auto Mall Drive | Vancouver, WA 98662
 866-716-4207 | 360-944-3333

[Redacted] Portland, OR [Redacted]		A/R Number: [Redacted]	Invoice Number: [Redacted]
Phone (H) [Redacted] Phone (W): () Phone (C) [Redacted] Phone Oth:		Customer Number: [Redacted]	Printed: NOV 13 13 2:04 PM
Year/Make/Model: 2013 HONDA FIT		PO Number:	Copy # 1
VIN: JHMGE8H36 D [Redacted]		Auth Number:	Date Opened: 11/13/13
License Number: Color: Silver		Service Writer: Amador Andrade	Date Notified: 11/13/13
Stock Number: Mileage In: 3620		Estimate Amount: \$ 0.00	Date Delivered:
Tag Number: Mileage Out: 3620		Terms & Conditions:	
		Type of Sale: Retail	
		Customer Signature	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1. Customer statement of problem					
REPAIR REQUEST 1. - C/S: Customer reports she was waiting in line to exit a parking garage in Portland on a down hill slope. The vehicle was in drive and she was applying the brake to remain stopped. The car then accelerated on its own. The customer was able to hold the car after moving forward by stepping hard on the brake pedal and pulling hand brake. Check and advise. 1 - Cause/Action to Take 99HOZZREPAIR1 - Test drove vehicle and was not able to replicate concern. No body codes stored at this time 1 - Correction/Action Taken customer advised					
		5093 ...			0.00
					Warranty
					Warranty
2. Customer statement of problem					
PERFORM VEHICLE INSPECTION AS PER CUSTOMER REQUEST OIL CHANGE NOT INCLUDED 09HOZ - 1 - Correction/Action Taken COMPLETED INSPECTION -- SEE CHECKLIST					
					0.00
					0.00
					0.00
Miscellaneous Charges and Deductions For All Jobs					
Meeting your expectations is our goal and the TSI rating is a measurement of our success. After each service appointment you may receive a survey from Honda asking you to "grade" us on how well we met your expectations. If you receive a survey please take the time to fill it out and return it to Honda. Your input can greatly help us give the service you expect, today and in the future. Thank you. honda.service@dickhannah.com					
DATE _____					
			Total Labor 0.00 Total Parts 0.00 Total Sublet 0.00 Misc. Chrgs 0.00 Car Rental 0.00 Freight 0.00 Deductible 0.00 Special Tax 0.00 Haz Mat Chrg 0.00 Sales Tax 0.00		
			AMOUNT DUE 0.00		

Pulaski, WI

CERTIFIED MAIL



7017 3380 0000 2355 1391



1000



20590

U.S. POSTAGE
PAID
GREEN BAY, WI
54303
MAY 08, 18
AMOUNT

\$8.04

R2304M113412-11

**RETURN RECEIPT
REQUESTED**

Department of Transportation

To: W45-212

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-220

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

5/14/2018 12:46:17 PM



7017338000023551391

**NATIONAL HIGHWAY TRANSPORTATION
COMPLAINTS
1200 NEW JERSEY AVE., SE
WASHINGTON, DC. 20590**

ADMINISTRATION

