



Nov. 11, 2021

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

Complaint Office of Defect # 11439684

2021 Honda HR-V HALL HONDA

Elizabeth City, N.C. 27909

(252) 331-8398 Case # [REDACTED]

Mileage 876 Aug. 21

3807 Oct. 21

ProTow Recovery Invoice [REDACTED]

ON 8-4-21 I purchased 2021 HR-V, paid cash from HALL Honda, Elizabeth City, N.C, VIN 3CZRUBH3XMM [REDACTED]

ON 8-17-21 Key would not go into ignition - car was towed by ProTow Recovery, HALL Honda "could not duplicate customer concern". Please note my husband is a mechanic and could not get the key in ignition, nor could the tow truck driver.

ON 10-21-21 HRV was brought back to HALL Honda because key would not shut off the car or release from ignition - this happened three times before I brought it back to HALL Honda. Again HALL diagnosed as "could not duplicate customer concern" (when I drove up to HALL car would not shut off)

I have called (800) 999-1009 on Oct, 21, 2021 spoke to Alex who said car needs to be diagnosed. Given case # [REDACTED] Oct 22, 21 left message for Joe (to date has not returned call) ON Nov 1, 2021 I spoke to SARA who put me on hold then disconnected the call. Then spoke to Umberto who transferred call to a case manager. I spoke to Gubby (ext. 87022) who spoke to John Holman - HALL Honda, advised to bring HRV to another dealership. Closest dealership

PR

is in Another state.

At A time that I have been going through chemo and Proton therapy I need A reliable car. This car has added more stress to my circumstance, I ask for your assistance in correcting this situation. I Fear this car will malfunction causing harm or death to myself or innocent others. Please Help. I can be contacted AT [REDACTED] Thank you.

Sincerely
[REDACTED]

Attached:

Hall Honda invoice [REDACTED] Aug 21, 2021

Proton invoice [REDACTED]

Hall Honda invoice [REDACTED] Oct. 21, 2021

Repair Estimate Oct 21, 2021

800 999 1009

CUSTOMER # [REDACTED]

331-8398

INVOICE



LOCATION #4
HALL HONDA ELIZABETH CITY
105 TANGLEWOOD PARKWAY SOUTH
ELIZABETH CITY, NC 27909
(252) 331-8398 SERVICE
www.hallauto.com

HERTFORD, NC

John

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SERVICE ADVISOR: 4052 JOHN HOLMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	21	HONDA HRV	3CZRU6H3XM [REDACTED]		876/876	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04AUG21 DD			19:00 18AUG21			CASH	18AUG21
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: SOLD-STK [REDACTED]		DLR [REDACTED]	ENG:1.8 TRN:A		
07:39 18AUG21	09:55 18AUG21						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES UNABLE TO GET KEY TO TURN IN IGNITION STEERING WHEEL IS LOCKED HAD TO HAVE ROADSIDE ASSISTENCE ROMOVE VEHICLE FROM GARAGE CHECK AND ADVISE CND COULD NOT DUPLICATE CUSTOMERS CONCERN
4188 ISP (N/C)
876 found no problems with the ignition KEYS WORK AS DESIGNED

B COMPLIMENTARY MULTI-POINT INSPECTION
2 COMPLIMENTARY MULTI-POINT INSPECTION
4188 ISP (N/C)
876 PERFORMED MULTI POINT INSPECTION

Notice: Some vehicles May be subject to a recall. Honda advised that some vehicles May have recalls affecting the drivers and/or passangers front airbags. Redesigned airbag inflators ARE available at this time.

QUALITY - CONVENIENCE - PRICE! WE GUARANTEE IT!

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
HALL REWARDS	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims. and I hereby



Pro Tow & Recovery, LLC
 770 PITTS CHAPEL RD, ELIZABETH CITY NC 27909
 Phone: (252) 335-1372 | Fax: (252) 331-1563

Invoice

Printed 8/19/2021

Invoice # [REDACTED] Authorized by Hall Honda Elizabeth City
 Call # [REDACTED] by
 Date/Time Requested 8/17/2021 @ 5:02 PM 105 Tanglewood Pkwy S, Elizabeth City NC 27909
 Date/Time Completed 8/17/2021 @ 11:57 PM
 Contact [REDACTED] Tow From [REDACTED] Hertford, NC [REDACTED] USA ([REDACTED])
 Contact [REDACTED] Tow To 105 Tanglewood Pkwy S, Elizabeth City NC 27909
 Notes PO per Scott @ Honda, keys in front seat knock on the front door!

Year	Make	Model	Color	VIN	Plate	Odometer
2021	Honda	HRV	Black	-	-	-

Charge Description	Quantity	Price	Line Total
Loaded/Hooked Mileage	14.1	\$3.00	\$42.30
		Grand Total	\$42.30
		Amount Due:	\$42.30

Pro Tow & Recovery, LLC appreciates your business; if you have any questions regarding this invoice, please contact us at 252-335-1372.

Signature: _____

USDOT: 2088206

CUSTOMER #:



LOCATION #4
HALL HONDA ELIZABETH CITY
105 TANGLEWOOD PARKWAY SOUTH
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INVOICE

PAGE 1

HERTFORD, NC
HOME

SERVICE ADVISOR: 4052 JOHN HOLMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	21	HONDA HRV	3CZR06H3XM		3807/3807		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04AUG21 DD			18:00 21OCT21			CASH	21OCT21
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:	SOLD-STK:	DLR:	ENG:1.8	TRN:A	
08:55 21OCT21	14:42 21OCT21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES KEY KEEPS GETTING STUCK IN IGNITION AND CUSTOMER CANNOT SHUT OFF VEHICLE CHECK AND ADVISE CND COULD NOT DUPLICATE CUSTOMERS CONCERN

4179 ISP

(N/C)

3807 CHECKED IGNITION SWITCH ASSEMBLY AND CONNECTIONS FOUND NO PROBLEM, KEY GOING IN AND COMING OUT AS DESIGN NO REPAIRS MADE

B COMPLIMENTARY MULTI-POINT INSPECTION
2 COMPLIMENTARY MULTI-POINT INSPECTION

4179 ISP

(N/C)

CREATED 2021-10-14 01:30:00PM We Want To Hear From You! Visit ILoveHall.com
TAKEN BY JOHN HOL MAN to Share Your Experience Today!

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
HALL REWARDS	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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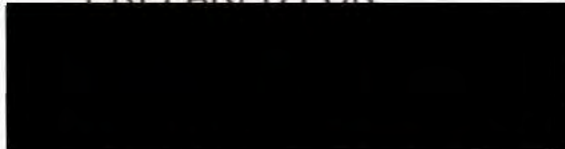
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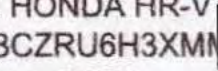
Repair Estimate

PREPARED FOR



Service Advisor
John Holman (4052)
john.holman@hallauto.com

Date 10/21/2021 02:43 PM
2021 HONDA HR-V
VIN 3CZRU6H3XMM
Mileage 3,807
RO#



Service Name	Price
[Primary]: DIAG : CUSTOMER STATES KEY KEEPS GETTING STUCK IN IGNITION AND CUSTOMER CANNOT SHUT OFF VEHICLE CHECK AND ADVISE	\$146.99
[Primary]: 2 : COMPLIMENTARY MULTI-POINT INSPECTION (I)	\$0.00
Printed on October 21, 2021	
Quote expires on November 20, 2021	

Subtotal \$146.99
Shop Charges \$26.46
Tax \$1.85
Total \$175.30

Rutherford, Nc

PROUD SUPPORTER OF
LEADING EYES FOR THE BLIND

RALEIGH NC 275
Research Triangle Region
12 NOV 2021 PM 3 L



NATIONAL Highway TRAFFIC SAFETY Administration
OFFICE OF DEFECTS INVESTIGATION (NVS-210)
1200 New Jersey Ave. S.E.
WEST Bldg.
WASHINGTON, D.C. 20590

WY8-226

20590-

