

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
18-JAN-2023	Reference No. 11502360
MAR 23 2023	

National Highway Traffic Safety Administration
1-888-DASH-2-DOT (1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		Email Address	
Address						
City	State	ZIP Code	Evening Telephone Number			
Morrisville	PA					

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5PNRL5H66EB		MAKE HONDA	Model ODYSSEY	Model Year 2014
Date Purchased 8/2017	Dealer's Name and Telephone Number Piazza Honda		Engine: No. Cylinders 6	Fuel Type: Regular gasoline
Original Owner <input type="checkbox"/>	Dealer's City Langhorne	STATE PA	ZIP Code 19067	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Front wheel drive automatic	Multiple Failure:	Incident Date(s) 01-FEB-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS) P01 + P02	P0301	Failure Mileage 93315.0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2014 Honda Odyssey. The contact stated that the vehicle hesitated while depressing the accelerator pedal, with the check engine warning light and two other unknown warning lights illuminated. The contact initially had the vehicle towed to an independent mechanic where an oil leak was discovered behind the spark plugs. After the initial failure, the contact had the spark plugs replaced four separate times. The vehicle was also taken to a dealer where it was determined that the cause of the failure was the piston rings, and the contact was given an estimate for the repair. The manufacturer was not notified of the failure. The vehicle was not repaired. The failure mileage was 93,315.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See my notes + dealer/mechanic paperwork

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Notes Regarding Honda Odyssey 2014 Piston Rings Issue

3/13/23

Engine Issue Timeline:

February 14, 2022 – engine issue – spark plugs removed & replaced – Makefield Auto Repair - \$962.85, mileage 93,000

May 20, 2022 - Mike Piazza Honda diagnostic – spark plugs fouled due to faulty piston rings \$158.95

July 20, 2022 – Contacted American Honda Corporation 1-800-999-1009, case # [REDACTED] to report the engine running rough and misfiring, cylinder 1 & 3 misfiring, codes P01 & P02. Played lots of phone tag. Finally on August 29, 2022 was able to talk to a real person – Alfredo x87739.

August 22, 2022 – same engine issue – Townline Auto Center, spark plugs removed and replaced, \$?, temporary fix

August 27, 2022 – engine issue – spark plugs removed, replaced, temporary fix - Makefield Auto Repair - \$60.14, Owner said this issue was too much for him and to take car to Honda

November 25, 2022 – Visiting sister in Maryland, car running rough, car towed to AAA Tire Auto Service – diagnostic – spark plugs misfiring, no charge, temporary fix

January 18, 2023 – Called Honda Corporate to report this ongoing engine problem. They said to update the diagnosis from Honda dealer and send it to them as too much time had gone by from last one.

January 18, 2023 – Put in claim with National Highway Traffic Safety Administration 888-327-4236 and Bureau of Consume Protection, Attorney General's Office

January 20, 2023 – Mike Piazza Honda diagnostic – misfire and needs piston rings replaced, plus other recommended work that needs to be done

January 23, 2023 – Took my son to Drexel University and car running rough and misfiring. I had to drive very slowly going back home on I95.

January 31, 2023 – Honda dealer knew that I had a claim in with Honda Corporate. They told me that they would “fight the battle” with Honda Corporate and that they would cover the cost of the piston rings replaced to solve the problem if I did not continue the claim with Honda. The cost was 80/20% and I would pay 20%. But I had to agree to the other work that goes along with it. Total cost of work done \$2150.00

MAKEFIELD AUTO REPAIR
 87 MAKEFIELD ROAD
 MORRISVILLE, PA. 19067
 Phone: 215-295-8848 Fax: 215-295-8840
 WWW.MAKEFIELDAUTOREPAIR.COM

INVOICE

Org. Est. [REDACTED]

INVOICE

Printed Date: 02/14/2022 Work Completed: 02/14/2022

2014 Honda - Odyssey EX-L - 3.5L, V6 (212CI) VIN(5)
 Lic # : [REDACTED] Odometer In : 93315

YARDLEY, PA [REDACTED]
 Home [REDACTED]

VIN # : 5FNRL5H66 EE [REDACTED]

Part Description	Qty	Sale	Ext	Labor Description	Ext
Autolite Iridium XP Plug	6.00	12.67	76.02	DIAGNOSTIC TESTING TO DETERMINE CAUSE OF	115.00
Ignition Coil	6.00	81.82	490.92	ENGINE ISSUE.	
MOBIL 1 5W-30 SYNTHETIC MOTOR OIL	6.00	8.75	52.50	PERFORM BASIC ENGINE TESTS SUCH AS CYLINDER BALANCE, COMPRESSION AND OTHERS AS NEEDED.	
oil filter	1.00	4.98	4.98	SPARK PLUGS - Remove & Replace - All	115.00
Shop Supplies			39.93	Lube, oil, and filter	14.00
				Lubricate and check chassis where applicable. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Perform basic undercar inspection.	

[Recommendations]

Perform Next Inspection On 9/1/2022



Org. Estimate 962.85 Revisions 0.00 Current Estimate 962.85

Labor:	244.0
Parts:	664.3
SubTotal:	908.3
Tax:	54.5
Total:	962.8
Bal Due:	\$962.85

[Payments -]

Vehicle Received: 2/14/2022

Customer Number : [REDACTED]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____

Mike Piazza Honda

CUSTOMER #: [REDACTED]

1908 E Lincoln Hwy
Langhorne, PA 19047
Phone: 215-702-1500
Service Fax: 215-702-1503
www.mikepiazahonda.com

INVOICE

PAGE 1

YARDLEY, PA
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 187358 Anthony Fuentes

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
GRAY	14	HONDA Odyssey	5FNRL5H66EB[REDACTED]	[REDACTED]	96129/96130	D73614

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG17 DD			17:00 20MAY22		159.95	CASH	20MAY22

R.O. OPENED	READY	OPTIONS:	STK:	ENG:
07:19 20MAY22	16:07 20MAY22	TRN:6_SPEED_AUTOMATIC	[REDACTED]	3.5 LITER

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

A C/S CHECK ENGINE AND FCW LIGHT ON AND CAR RUNNING ROUGH
DIAG SPARK PLUGS ARE FOULED DUE TO FAULTY PISTON
RINGS \$3587.00
132 CP 149.95 149.95
PARTS: 0.00 LABOR: 149.95 OTHER: 0.00 TOTAL LINE A: 149.95

CHECK 4 CODES WITH HDS NONE STORED AT THIS TIME NO LIGHTS ON AT
THIS TIME RUNNING OK AT THIS TIME PULLED CLY 1 3 SPARK PLUGS #2 N #3
GOOD #1 OIL FOULED PLUGS N COILS AFTERMARKET MOST LIKELY NEEDS PISTONS
CEANED OF CARBON N RINGS. REC DOING TIMING BELT N WATER PUMP AT SAME
TIME

B FREE MULTI-POINT INSPECTION
MPI FREE MULTI-POINT INSPECTION
132 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

M/P DONE BATTERY PASSED TEST

CREATED 2022-05-19 05:44:00PM
TAKEN BY JACK MAN GADI

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.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	149.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	149.95
LESS	0.00
SALES TAX	9.00

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
			158.95

Receipt

voice # [REDACTED] MPH-S_2022-05-20
Clerk ID :22krodr

VISA SALE - APPROVED

\$158.95

DATE:5/21/2022 1:43:31 PM
CARD NO:*****[REDACTED]
EXP DATE:01/26
AUTH CODE:084332
TRANS TYPE:SALE
TRANS ID: 4371190760
REFID:PAYAPI-6066A383-B197-42E4-A-CARD-9D1D-D2F8
SWIPE

PIN BYPASSED
TERMINAL ID:04169441
AID:A0000000980840
TVR:8000088000
IAD:0601120360A000
TSI:6800
ARC:00

Amount Paid

\$158.95

MAKEFIELD AUTO REPAIR

87 MAKEFIELD ROAD
MORRISVILLE, PA. 19067
Phone: 215-295-8848 Fax: 215-295-8840
WWW.MAKEFIELDAUTOREPAIR.COM

INVOICE

Org. Est. # [REDACTED]

INVOICE

Printed Date: 08/27/2022 Work Completed: 08/27/2022

[REDACTED]
[REDACTED]
YARDLEY, PA
Home [REDACTED]

2014 Honda - Odyssey EX-L - 3.5L, V6 (212CI) VIN(5)
Lic # : [REDACTED] Odometer In : 99553

VIN # : 5FNRL5H66 EB [REDACTED]

Part Description	Qty	Sale	Ext	Labor Description	Ext
5W30 OIL QT	5.00	5.86	29.30	Lube, oil, and filter	14.00
Oil Filter	1.00	7.82	7.82	Lubricate and check chassis where applicable. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Perform basic undercar inspection.	
Shop Supplies			3.58		
				4% SURCHARGE	2.04
				[Recommendations]	
				Perform Next Inspection On 9/1/2022	

Org. Estimate 60.14 Revisions 0.00 Current Estimate 60.14

Labor:	14.00
Parts:	40.70
HazMat:	2.04
SubTotal:	56.74
Tax:	3.40
Total:	60.14
Bal Due:	\$60.14

[Payments -]

Vehicle Received: 8/27/2022

Customer Number : [REDACTED]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____



Tire & Auto Service

Tire & Auto 8082 Abingdon MD
3309 Emmorton Road
ABINGDON, MD 21009
(410)838-5121

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip Code: MORRISVILLE, PA, [REDACTED]
Home Phone: [REDACTED]
Work Phone: () - [REDACTED]
Mobile Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]
AAA Membership: [REDACTED]

Year: 14
Make: HONDA
Model: ODYSSEY
Lic No: [REDACTED]
VIN: 5FNRL5H66EB[REDACTED]
Color: [REDACTED]
Engine: 3.5L V6 F S
Mileage In: 102992
Mileage Out: 102992
AAA Exp Date: 9/1/2023

Create Date: 11/25/22 16:19:00
Date/Time: 11/26/22 09:46:00
Workorder #: [REDACTED]
Invoice #: [REDACTED]

Email Address: [REDACTED]
PO Number: [REDACTED]
Fleet/Wholesale: N

Salesperson: A. FOLEY
Service comments:

Cashier: ANDREW FOLEY

DIAGNOSTIC, ALL THE LIGHTS ARE ON THE DASH THINKS ITS THE SPARK PLUGS THE ONE CLOSES TO THE BACK OF THE MOTOR
CUSTOMER SAYS MIGHT BE MISFIRING,
CLEANED SPARK PLUGS WILL NOT SOLVE ISSUE COMPLETELY THERE IS OIL BURNING INTERNALLY HAS TO BE TAKEN APART TO FIGURE
OUT WHAT EXACTLY IS CAUSING THE INTERNAL BURNING OR REBUILT.
SPARK PLUG 1 HAS OIL LEAKING INTO THE PORT

Tire Pressure

TREAD DEPTH: LF ___/32 RF ___/32 LR ___/32 RR ___/32 SPARE ___/32

plug #1

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
Tire Inflation: FRONT: 33 REAR: 33 Torque: 94							
1	MEMLABORDISCOU			AAA MEMBER LABOR DISCOUNT	0.00	0.00	0.00
1	FREEDIAGTOW			FREE DIAG WITH AAA TOW	0.00	0.00	0.00

*** Customer Wishes To Discard Old Parts ***

These Parts And/Or Services Were Declined by the Customer:

2	15495170000			AltiMAX RT43	178.99	0.00	357.98
1	ALIGNCHK			FREE SUSPENSION / ALIGN CHECK	0.00	0.00	0.00
2	PREMPPLAN			PREMIUM INSTALLATION PLAN	0.00	29.99	59.98
2	MDFEE			MD STATE TIRE FEE	0.80	0.00	1.60
2	RHP			ROAD HAZARD POLICY	22.37	0.00	44.74
2	TD			TIRE DISPOSAL	3.50	0.00	7.00
1	AP1YEAR			ALIGNMENT 1 YEAR WARRANTY	0.00	124.99	124.99
1	AP3			ALIGNMENT 3 YEAR WARRANTY	0.00	179.99	179.99
1	AP1			ALIGNMENT W/30 DAY WARRANTY	0.00	109.99	109.99
Total Declined Service Recommendations:							886.27

I hereby acknowledge that the work set forth in this invoice was agreed to by me and has been performed to my satisfaction. The cost of parts and labor has been satisfactorily explained and I understand any charges for sublet services where required. I understand and acknowledge that any warranty work required in connection with the repairs performed herein are required to be performed solely by AAA Car Care, and AAA Mid-Atlantic shall not be responsible for the cost or performance of any warranty work performed by other parties, nor for any damages to the vehicle or excess repairs required due to any such work by other parties.

Customer Signature: X _____
Date: ___/___/___

TECH: 136754-1.00 JOHN

PARTS TOTAL	0.00
LABOR TOTAL	0.00
SALES TAX	0.00
GRAND TOTAL	0.00

CUSTOMER #: [REDACTED]

PREWORKORDER

Mike Piazza Honda

1908 E Lincoln Hwy
Langhorne, PA 19047
Phone: 215-702-1500

Service Fax: 215-702-1503
www.mikepiazzahonda.com

X 3154

YARDLEY, PA

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

SERVICE ADVISOR: Joseph Harrington

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN/OUT	TAG	
GRAY	2014	Honda Odyssey	5FNRL5H66EB [REDACTED]	[REDACTED]	103919	D1342	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08/19/2017							01/20/2023
R.O. OPENED	READY	OPTIONS:					
01/20/2023		ENG: 3.5_LITER TRN: 6_SPEED_AUTOMATIC					

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# A	DIAG	C/S: THE CHECK ENGINE LIGHT IS ON AND THEY HAVE CYLINDER #1 MISFIRE AND NEEDS PISTON RINGS REPLACED. CHECK AND ADVISE CUSTOMER HAS OPEN CAMPAIGN WITH HONDA		179.95
# B	MPI	FREE MULTI-POINT INSPECTION		0.00
ADDITIONAL SERVICE RECOMMENDATIONS				
# C	✓ REP	piston rings- rear bank, cyl 1,2,3		3940.86
# D	✓ FS02	Four Wheel - Align		129.95
# E	✓ FU03	Fuel Injectors - Clean		229.95
# F	MB2	Two Tires - Mount and Balance 2356517 103t continental BOTH FRONT TIRES VERY LOW ON TREAD AND BALD ON OUTER EDGES + MOUNTED BACKWARDS SHOWING THE WORD "INSIDE" ON THE OUTER SIDEWALL. REAR TIRES ALSO MOUNTED BACKWARDS BUT MEASURE 7/32		459.56

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR 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, OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of labor, materials, parts and any other authorized charges.

By Signing Below: I agree that: (1) I have read this Service Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, distributor, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer Signature _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

I WISH TO RECEIVE (select one) _____ a Written Estimate or _____ an Oral Estimate.

I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED \$ _____.

I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature _____							Date _____	
ORIGINAL ESTIMATE	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	EST. COMPLETION DATE
TOTAL REVISED ESTIMATE # 1	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	NEW EST. COMPLETION DATE
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANNER OF NOTICE	PHONE #	BY	TO		

CUSTOMER #: [REDACTED]

PREWORKORDER

Mike Piazza Honda

1908 E Lincoln Hwy
Langhorne, PA 19047
Phone: 215-702-1500
Service Fax: 215-702-1503
www.mikepiazzahonda.com

YARDLEY, PA

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

SERVICE ADVISOR: Joseph Harrington

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE/REG.#	MILEAGE IN/OUT	TAG	
GRAY	2014	Honda Odyssey	5FNRL5H66EB [REDACTED]	[REDACTED]	103919	D1342	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08/19/2017							01/20/2023
R.O. OPENED	READY	OPTIONS:					
01/20/2023		ENG:3.5_LITER TRN:6_SPEED_AUTOMATIC					

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# G	FS27	Rack, Power Steering (New) --- FACTORY PARTS COME SEPARATE --STEERING RACK + TIE ROD ENDS + BALL JOINTS (\$1440.00) AND WE MAY NOT NEED THE BALL JOINTS REPLACED WHICH WOULD SAVE MONEY ON PARTS OR WE COULD GET AFTERMARKET PARTS (\$900.00) LABOR FOR EITHER IS THE SAME \$1300.00	<i>aftermarket</i> 1300 900 2200	2713.5
# H	REP	REAR tires incorrectly installed		65.0
# I	BR35	Brake Caliper, Rear (Each) - Replace LEFT REAR		492.5
# J	BGBRAKE	Brake Fluid Exchange MAINT MINDER #7 FLUID DARK		169.9
# K	REP	power steering flush w rack		169.9
# L ✓	EG36	Belt, Timing w/ Water Pump w/ Drive Belts - RECOMMEND REPLACING THESE PARTS WITH THE PISTON RING JOB ----DUE BY TIME AND MILEAGE AND IS DONE AT A REDUCED RATE		854.2
Subtotal				9405.54
Shop Charges				0.00
Printed On 01/20/2023 5:26 PM				Sales Tax 564.33
Estimate Expires on 02/19/2023				Total 9969.87

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CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of labor, materials, parts and any other authorized charges.

By Signing Below: I agree that: (1) I have read this Service Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, distributor, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer Signature _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

- I WISH TO RECEIVE (select one) _____ a Written Estimate or _____ an Oral Estimate.
- I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED \$_____.
- I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature _____		Date _____						
ORIGINAL ESTIMATE	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	EXT. COMPLETION DATE
TOTAL REVISED ESTIMATE #1	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	NEW EST. COMPLETION DATE
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANNER OF NOTICE	PHONE #	BY	TO		

[Redacted]

From: PA Office of Attorney General <noreply@attorneygeneral.gov>
Sent: Wednesday, January 18, 2023 3:57 PM
To: [Redacted]
Subject: Pennsylvania Office of Attorney General- Consumer Complaint Confirmation



Hello [Redacted]
Thank you for contacting the Office of Attorney General. Your information is being reviewed.

Senior Status
<ul style="list-style-type: none">Please check if you are age 60 or older.
Your Information
Name [Redacted]
Address [Redacted] Morrisville, PA [Redacted] USA Map It
County Bucks
Best Phone Number [Redacted]
Email [Redacted]
Complaint Information
Business Name Honda Corporate & local Honda dealer
Person to whom you spoke Corporate - Alfredo
Business Address

Morrisville, PA
USA
[Map It](#)

Complaint Summary

I own a Honda Odyssey 2014. I continue to have problems with the engine lights going on. My mechanic and Honda dealer, Mike Piazza in Langhorne, PA, diagnosed the problem as fauled spark plugs and piston rings. Honda's price to repair this problem is \$3587.

There is a Honda service bulletin for a recall of this exact same problem for the Odyssey models from 2011 - 2013 and a class action suit. My car is presently not drivable with these engine lights on. When the lights go on, the engine runs rough, the car is sluggish as the spark plugs misfired resulting in less cylinders. This problem has stranded me twice on long drives. I have spent money on having the car looked at. The build date on my car is Jan. 2014 so I should fall within the range of the recall as a month after the model dates of recall, my car was built, probably using the same parts as the 2013 model.

What would you like the business to do to resolve your complaint?

I would like Honda Corporate to issue a recall for the 2014 model and/or pay to fix my car and reimburse me for past diagnosis. This Odyssey and previous Hondas were serviced at Piazza. This is my fourth Honda and my husband had a Honda Accord and an Acura. Both my sons presently own Hondas. We are a devoted family of the American Honda Motor Co.

What is your race or ethnicity?

White (Not Hispanic/Latino)

Other Agencies

Have you contacted other agencies?

Yes

Agencies Contacted and actions they took (if known)

*National Highway Safety Traffic Administration - put in a "vehicle safety complaint."

*PA State Attorney General's Office - Bureau of Consumer Protection told me to call US District Court - class action suit case was heard in Northern District of CA to see if can tag onto this lawsuit or start new one.

*American Honda Motor Co. - claim# [REDACTED] - Called them July/August 2022 & Jan. 18, 2023 - Last year they would not do anything and told me to ask my Honda dealer (Piazza) to offer "Goodwill assistance review." I never went back. Local mechanic did a temp fix. Honda now says to get updated dealer diagnostic with misfire codes showing and email it to them. I made an appointment.

How did you hear about us? (optional)

National Highway Traffic Safety Administration

language

english

needs reviewed

No

PA State Attorney General's Office
Consumer Protection Bureau
Harrisburg, PA 17104
(717) 781-1231

Mike Piazza Honda

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CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

YARDLEY, PA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 161291 JOSEPH HARRINGTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
GRAY	14	HONDA Odyssey	5FNRL5H66EB [REDACTED]	[REDACTED]	103919/103925	TD1342	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG17 DD			17:00 31JAN23		179.95	CASH	31JAN23
R.O. OPENED	READY	OPTIONS:	STK:	ENG:			
08:20 20JAN23	14:59 31JAN23	TRN:6_SPEED_AUTOMATIC	[REDACTED]	3.5_LITER			

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

A C/S: THE CHECK ENGINE LIGHT IS ON AND THEY HAVE CYLINDER #1 MISFIRE AND NEEDS PISTON RINGS REPLACED. CHECK AND ADVISE CUSTOMER HAS OPEN CAMPAIGN WITH HONDA

DIAG SCANNED COMPUTER AND FOUND CODES P0301 CYL #1 MISFIRE AND PISTON RINGS STICKING. 02 SENSOR SEIZED IN EXHAUST PIPE, REPLACED PART ONLY

189248	CP			0.00		0.00	
1	EASDEN2344976	OXYGEN SENSOR		213.60	213.60	213.60	
PARTS:	213.60	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	213.60

B FREE MULTI-POINT INSPECTION

MPI PARTS DIDN'T QUOTE T-BELT TENSIONER
189248 IPP

1 14520-RCA-A01 1451014510 TENSIONER (N/C)

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

C** piston rings- rear bank, cyl 1,2,3 1111G8 + A + B GOODWILL

AUTHORIZATION 80% HONDA 20% CUSTOMER

CAUSE: 1111G8 + A + B GOODWILL AUTH #65507 75% TO 25%

1111G8 PISTON RINGS, ONE REAR CYLINDER (BANK 1) - REPLACE

189248	W					(N/C)
1	18716-R70-A01	GASKET A, EGR PIPE				(N/C)
1	94109-14000	WASHER, DRAIN (14MM)				(N/C)
1	12261-R70-A01	GASKET, RR- CYL HD				(N/C)
1	17105-RCJ-A01	GASKET, IN- MANIFOLD				(N/C)
2	18212-SA7-003	GASKET, EX- PIPE				(N/C)
1	12050-R70-A00	GASKET SET, RR-				(N/C)
1	17146-R70-A01	GASKET (UPPER)				(N/C)
1	18719-R70-A01	GASKET B, EGR PIPE				(N/C)
1	18115-5G0-A01	GASKET, EX- CHAMBER				(N/C)
2	91301-PLC-000	O-RING (7-47X3-6)				(N/C)
1	15400-PLM-A02	FILTER, OIL				(N/C)

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

Mike Piazza Honda

1908 E Lincoln Hwy
Langhorne, PA 19047
Phone: 215-702-1500
Service Fax: 215-702-1503
www.mikepiazzahonda.com

INVOICE

PAGE 2

YARDLEY, PA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 161291 JOSEPH HARRINGTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
GRAY	14	HONDA Odyssey	5FNRL5H66EB		103919/103925	TD1342	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG17 DE			17:00 31JAN23		179.95	CASH	31JAN23

R.O. OPENED	READY	OPTIONS:	STK:	ENG:
08:20 20JAN23	14:59 31JAN23	TRN:6_SPEED_AUTOMATIC		3.5_LITER

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2	91314-PH7-003	O-RING (31-2X4-1)					(N/C)
9	90212-SA5-003	NUT (10MM)					(N/C)
3	13011-R70-A12	RING SET (STD)					(N/C)
1	18393-SDB-A00	GASKET, PRE CHAMBER					(N/C)
4	90212-RCA-A01	NUT, SELF-LOCK (8MM)					(N/C)
4	12290-R71-L01	S/PLG (DILZKR7A11G)					(N/C)
1	15221-RYE-A01	O-RING					(N/C)
1	19411-P8A-A03	GASKET, FR-					(N/C)
1	14551-RCA-A01	BOLT					(N/C)
3	OL999-9011	COOLANT (TYPE-2)					(N/C)
3	BK BRAKLEEN						(N/C)
1	19412-P8A-A02	GASKET, RR-					(N/C)
1	08718-0004	HONDABOND HT					(N/C)
6	0W20OIL	OIL					(N/C)
1111G8A	TO REPLACE ONE ADDITIONAL RING SET (BANK 1) - ADD						
	189248	W					(N/C)
1111G8B	TO REPLACE TWO ADDITIONAL RING SETS (BANK 1) - ADD						
	189248	W					(N/C)
FC: 03001							
PART#: 13011-R70-A12							
COUNT: 3							
CLAIM TYPE:							
AUTH CODE: 65507							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 CUSTOMER PAY DEDUCTIBLE FOR LINE C 520.51

customer states check engine light on
 cylinder 1 misfire- p0301
 found fouled number one spark plug
 replaced rings on bank one, cyl 1,2,3 and replaced spark plugs on
 cylinders 1,2,3,4

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Mike Piazza Honda

1908 E Lincoln Hwy
Langhorne, PA 19047
Phone: 215-702-1500
Service Fax: 215-702-1503
www.mikepiazzahonda.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 3

YARDLEY, PA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 161291 JOSEPH HARRINGTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
GRAY	14	HONDA Odyssey	5FNRL5H66EB[REDACTED]	[REDACTED]	103919/103925	TD1342	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG17 DD			17:00 31JAN23		179.95	CASH	31JAN23

R.O. OPENED	READY	OPTIONS:	STK:	ENG:
08:20 20JAN23	14:59 31JAN23	TRN:6_SPEED_AUTOMATIC	[REDACTED]	3.5 LITER

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

D** Four Wheel - Align
FS02 Four Wheel - Align
189248 CP 129.95 129.95
PARTS: 0.00 LABOR: 129.95 OTHER: 0.00 TOTAL LINE D: 129.95

E** Fuel Injectors - Clean
FU03 Fuel Injectors - Clean
189248 CP 130.95 130.95
1 BG9216 FI KIT 99.00 99.00 99.00
PARTS: 99.00 LABOR: 130.95 OTHER: 0.00 TOTAL LINE E: 229.95

F** Belt, Timing w/ Water Pump w/ Drive Belts - RECOMMEND REPLACING THESE PARTS WITH THE PISTON RING JOB ----DUE BY TIME AND MILEAGE AND IS DONE AT A REDUCED RATE
EG36 Belt, Timing w/ Water Pump w/ Drive Belts - Replace
189248 CP 435.00 435.00
1 14400-RCA-A01 1440014400 BELT, TIMING 132.03 132.03 132.03
1 19200-RDV-J01C 1920019200 WATER PUMP 237.93 237.93 237.93
1 56992-RV0-A05 3892038920 BELT, P-S- PUMP 71.04 71.04 71.04
1 OL999-9011 OL999OL999 COOLANT (TYPE-2) 25.76 25.76 25.76
2 12290-R71-L01 9807098070 S/PLG (DILZKR7A11G) 35.41 35.41 70.82
PARTS: 537.58 LABOR: 435.00 OTHER: 0.00 TOTAL LINE F: 972.58

G** DECLINED POWER STEERING RACK LEAKING FLUID FROM RS BOOT, POWER STEERING FLUID SERVICE, 2 FRONT TIRES LOW TREAD AND ALL 4 MOUNTED BACKWARDS, ALIGNMENT AGAIN AFTER TIRES REPLACED, LR CALIPER PIN SEIZED IN BRACKET ASSEMBLY(RECO NEW CALIPER OR CALIPER BRACKET), MAINT MINDER #7 BRAKE FLUID SERVICE
DECLINED TIRE SIDE 235/65/R17
189248 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

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	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

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PAGE 3

YARDLEY, PA [REDACTED]
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BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 161291 JOSEPH HARRINGTON

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19AUG17 DD			17:00 31JAN23		179.95	CASH	31JAN23

R.O. OPENED: 08:20 20JAN23
READY: 14:59 31JAN23
OPTIONS: STK: [REDACTED] ENG: 3.5 LITER
TRN: 6 SPEED AUTOMATIC

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

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FS02 Four Wheel - Align
189248 CP 129.95 129.95
PARTS: 0.00 LABOR: 129.95 OTHER: 0.00 TOTAL LINE D: 129.95

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FU03 Fuel Injectors - Clean
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THESE PARTS WITH THE PISTON RING JOB ----DUE BY TIME AND
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PAGE 4

YARDLEY, PA
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BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

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08:20 20JAN23	14:59 31JAN23	TRN:6_SPEED_AUTOMATIC	[REDACTED]	3.5_LITER			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE:	1,394.11			31JAN23 09:46	SA: 161291		

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
 ,,SUMMARY FS27 Rack, Power Steering (New) --- FACTORY PARTS COME SEPARATE --STEERIN
 REP power steering flush w rack
 BR35 Brake Caliper, Rear (Each) - Replace LEFT REAR
 BGBRAKE Brake Fluid Exchange MAINT MINDER #7 FLUID DARK

WE ARE BYPASSING THE PAYMENT
 SCREEN TO CLOSE OUT THE RO FOR
 JANUARY MONTH END. CUSTOMER
 COMI COMING IN ON FRIDAY TO
 PAY THE BILL CLOSING TO CASH
 AS PER ANNE H

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.

ALL PARTS ARE
 NEW UNLESS
 OTHERWISE
 INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	695.90
PARTS AMOUNT	850.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	520.51
TOTAL CHARGES	2066.59
LESS	0.00
SALES TAX	92.76
PLEASE PAY THIS AMOUNT	2159.35

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER # [REDACTED]

PREWORKORDER

Mike Piazza Honda

1908 E Lincoln Hwy
Langhorne, PA 19047
Phone: 215-702-1500
Service Fax: 215-702-1503
www.mikepiazahonda.com

[REDACTED]
YARDLEY, PA

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

SERVICE ADVISOR: Joseph Harrington

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN/OUT	TAG	
GRAY	2014	Honda Odyssey	5FNRL5H66EB [REDACTED]	[REDACTED]	103919	D1342	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08/19/2017							01/31/2023
R.O. OPENED		READY		OPTIONS:			
01/20/2023				ENG:3.5_LITER TRN:6_SPEED_AUTOMATIC			

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMAT
DECLINED SERVICES				
	MB2	Two Tires - Mount and Balance 2356517 103t continental BOTH FRONT TIRES VERY LOW ON TREAD AND BALD ON OUTER EDGES + MOUNTED BACKWARDS SHOWING THE WORD "INSIDE" ON THE OUTER SIDEWALL. REAR TIRES ALSO MOUNTED BACKWARDS BUT MEASURE 7/32		459.5
	FS27	Rack, Power Steering (New) --- FACTORY PARTS COME SEPARATE --STEERING RACK + TIE ROD ENDS + BALL JOINTS (\$1440.00) AND WE MAY NOT NEED THE BALL JOINTS REPLACED WHICH WOULD SAVE MONEY ON PARTS OR WE COULD GET AFTERMARKET PARTS (\$900.00) LABOR FOR EITHER IS THE SAME \$1300.00		2713.5
	REP	REAR tires incorrectly installed		65.0
	BR35	Brake Caliper, Rear (Each) - Replace LEFT REAR		492.5
	BGBRAKE	Brake Fluid Exchange MAINT MINDER #7 FLUID DARK		169.9
	REP	power steering flush w rack		169.9

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Customer Signature _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)
ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

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Customer Signature _____						Date _____		
ORIGINAL ESTIMATE	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	EST. COMPLETION DATE
TOTAL REVISED ESTIMATE # 1	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	NEWEST COMPLETION DATE
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANNER OF NOTICE	PHONE #	BY	TO		

CUSTOMER #: [REDACTED]

PREWORKORDER

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1908 E Lincoln Hwy
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Page 1 of 2

YARDLEY, PA [REDACTED]

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

SERVICE ADVISOR: Joseph Harrington

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN/ OUT	TAG	
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TOTAL REVISED ESTIMATE # 1	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	NEW EST. COMPLETION DATE
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANNER OF NOTICE	PHONE #	BY	TO		

CUSTOMER #: [REDACTED]

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Page 2 of 2

YARDLEY, PA

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R.O. OPENED		READY	OPTIONS:				
01/20/2023			ENG:3.5_LITER TRN:6_SPEED_AUTOMATIC				

Subtotal 4070.55
 Shop Charges 0.00
 Sales Tax 244.23
Total 4314.78

Printed On 01/31/2023 10:05 AM

Estimate Expires on 03/02/2023

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TOTAL REVISED ESTIMATE # 1	DATE	TIME	MANNER OF CONSENT	PHONE #	PARTS ARE	BY	TO	NEW EST. COMPLETION DATE
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANNER OF NOTICE	PHONE #	BY	TO		

Honda 2014 Odyssey (Modified Specification)
ExpressAlign Total Alignment

Front : Left

Actual	Before	Specified Range
0.3°	0.3°	-0.8° 0.8°
1.6°	1.6°	1.2° 2.4°
0.00°	-0.21°*	-0.08° 0.08°
11.7°	11.7°	
11.9°	11.9°	

Front : Right

Actual	Before	Specified Range
-0.4°	-0.4°	-0.8° 0.8°
1.4°	1.4°	1.2° 2.4°
0.01°	-0.11°*	-0.08° 0.08°
12.4°	12.4°	
11.9°	11.9°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.7°	0.7°	-0.8° 0.8°
0.2°	0.2°	
-0.7°	-0.7°	
0.01°	-0.32°*	-0.16° 0.16°

Rear : Left

Actual	Before	Specified Range
-1.4°	-1.2°	-1.5° 0.0°
0.08°	-0.09°*	0.00° 0.16°

Rear : Right

Actual	Before	Specified Range
-1.3°	-1.4°	-1.5° 0.0°
0.09°	0.16°*	0.00° 0.16°

Camber
Toe

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.0°	0.2°	-0.8° 0.8°
0.17°	0.07°	0.00° 0.31°
-0.01°	-0.13°	

* This value is not within specification. Tire wear, handling and safety problems may result.

MIKE PIAZZA HONDA OF LANGHORNE

Sales Receipt

Invoice [REDACTED] MPH-A 4-2-2023

Clerk ID :22bgrab

VISA SALE - APPROVED

\$1,000.00

DATE:2/4/2023, 12:37:38 PM

CARD NO:*****[REDACTED]

EXP DATE:08/23

APPROVAL CODE:074132

TRANS TYPE:SALE

TRANS ID: 000000047613

REFID:PAYAPI-EE1F91F7-62EB-45BD-B-CARD-78BC-C624

MANUAL ENTRY

Amount Paid

\$1,000.00

Joe
X 3154

MIKE PIAZZA HONDA OF LANGHORNE

Sales Receipt

Invoice [REDACTED] MPH-A 4-2-2023

Clerk ID :22bgrab

VISA SALE - APPROVED

\$1,159.35

DATE:2/4/2023, 12:40:00 PM

CARD NO:*****[REDACTED]

EXP DATE:09/25

APPROVAL CODE:004550

TRANS TYPE:SALE

TRANS ID: 000000047614

REFID:PAYAPI-3D9C8D46-4F50-4056-9-CARD-A377-7541

MANUAL ENTRY

Amount Paid

\$1,159.35



← News

NEWS

2011-2013 Honda Odyssey Piston Ring Issue



2013 Honda Odyssey; | Manufacturer image

By Tom Torbjornsen

November 5, 2015

Models affected by service bulletin:

- 2011 Honda Odyssey
- 2012 Honda Odyssey
- 2013 Honda Odyssey

The problem: The piston rings in certain cylinders may rotate and align, leading to engine oil consumption and spark plug fouling.

See More Service Bulletins

Corrective action: Dealers will inspect and diagnose affected cylinders, clean the pistons and replace the piston rings and spark plugs as necessary. On 2011 models only, dealers will also perform a software update to the powertrain control module.

Warranty info: This repair is being done free of charge under a special powertrain warranty extension (eight years/unlimited mileage). This warranty extension doesn't apply to any vehicle ever declared a total loss or having a branded or similar title under any state's law.

What owners should do: Call your local dealer with your vehicle's identification number to determine if it's involved in this service bulletin. You can also call Honda directly at 800-999-1009 or NHTSA at 888-327-4236. Reference TSB No. 13-081.

Need to find a dealer for service? Go to Cars.com Service & Repair to find a local dealer.

Editor's note: This is only one of dozens of service bulletins issued each month by automakers. Please check your automaker's website to see if your vehicle has any service bulletins pending.

Check for recalls here on Cars.com.

class action suit

*same issue
that this
"suit" entailed*



Stay in the know

Don't miss out on the latest news, reviews and videos from our in-house experts. Get updates in your inbox.

October 8, 2020

Version 19

Warranty Extension: MIL Comes On with DTCs P0301 thru P0304**Supersedes 13-081, dated June 18, 2019, to revise the information highlighted in yellow.**

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2011-13	Odyssey	ALL	Check the iN VIN status for eligibility.

REVISION SUMMARY

Under CUSTOMER NOTIFICATION, outdated information was removed.

CORRECTIVE ACTION

2011 Models: Complete diagnosis procedure and if necessary, update PCM software (**Procedure A**), replace affected spark plugs then clean pistons and replace the piston rings (**Procedure B**).

2012–13 Models: Complete diagnosis procedure, replace affected spark plugs then clean the pistons and replace the pistons rings (**Procedure B**). No need for software update as 2012–13 model vehicles are equipped with updated software from factory.

BACKGROUND

American Honda announced a powertrain warranty extension in 2013 as a result of a settlement of a class action captioned, *Soto et al.v. American Honda Motor Co., Inc.*, Case No. 3:12-cv-1377-SI (N.D. Cal.).

The piston rings on certain cylinders may rotate and align, which can lead to spark plug fouling. This can set DTCs P0301 No. 1 cylinder misfire detected, P0302 No. 2 cylinder misfire detected, P0303 No. 3 cylinder misfire detected, P0304 No. 4 cylinder misfire detected, and cause the MIL to come on.

American Honda is extending the powertrain warranty to cover repairs related to engine misfire (that triggers DTCs P0301 through P0304) to 8 years with unlimited mileage from the original date of purchase and has settled a class action based on this remedial measure.

This warranty extension does not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.

Additionally, the following videos are available to help with this bulletin:

- *Tech2Tech* "How to Clean Piston Ring Grooves"
- *Tech2Tech* "Let's Talk Spring Compressors"
- *Tech2Tech* "Cylinder Wall Inspection Tool"

CUSTOMER INFORMATION:The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.



Morrisville-Yardley, PA



U.S. POSTAGE PAID
PAID BY ADDRESSEE
NAVY TOWN PA
18810
MAR 14 2005
AMOUNT

\$2.22

92305KT14415E 07

US Department of Transportation
 National Highway Traffic
 Safety Administration
 Office of Defects Investigation,
 NEF-100
 1200 New Jersey Avenue, S.E.
 Washington, D.C. [REDACTED]
 20590 [REDACTED]