


From: [REDACTED]
To: [REDACTED] (NHTSA)
Subject: Re: Follow up to ODI Complaint ----- -11507800-----
Date: Monday, April 17, 2023 11:25:21 AM


CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have attached the requested documents



Nalley Honda Union City
Automobile Status Report

Prepared For [REDACTED]



2017 Honda PILOT
Date February 17, 2023
VIN 5FNZF5H62HB [REDACTED]
Mileage 119671
RO# [REDACTED]

Service Advisor
Goins Lee
glee1@nalleycars.com
6784796847

NALLEY
AUTOMOTIVE

Nalley Honda Union City
4197 Jonesboro Road
Union City, GA 30291

Arrive 2
Bring a
readical
Please Call
in advance
please bring
Let Us Know if
Phone Number

IT HAS TO BE
NALEY
HONDA

4197 Lowndesboro Road - Union City, GA 30281
(770) 786-8717
www.naley.com

INVOICES

DUPLICATE 3
PAGE 3

SERVICE ADVISOR: 297136 GOINS N LEE

REG	COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRY/GRAY	17	HONDA	PILOT	5FNYP5H62UB		112871/119677	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
						CASH	23FEB23
04/07/22	01			15.00	14FEB23		
R.O. OPENED	READY	OPTIONS: SOLD-STR		N.R.			
				ENG: 3.5 Liter TRN: 6 Speed Automatic			
08:56	13FEB23	08:58	23FEB23			LIST	NET
LINE				UP-CD	TECH	TYPE	HOURS
BDC UBRATED 2023-01-27							
01:55:00PM TAKEN BY KRIS TY							
CAMERON							



STATE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALER'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealer to perform the services/repairs described in this invoice and that you received the full opportunity to discuss any proposed plans as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DESCRIPTION	TOTALS
*BMC SUPPLY COSTS: (we have waived a charge equal to 10% of the labor cost of labor and parts, not to exceed \$1000, to the Retail Order for each vehicle used in conjunction with the credit 7000 for pickup or changed)	
LABOR AMOUNT	2336.40
PARTS AMOUNT	1788.60
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
*BMC CHARGES *	23.86
TOTAL CHARGES	2354.86
LESS PAYMENT	200.00
SALES TAX	86.93
PLEASE PAY THIS AMOUNT	2241.79

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REMY TO: 4366 River Green Parkway, Suite 100
Duluth, GA 30098

CUSTOMER COPY

IT HAS TO BE
NALEY
HONDA

4197 Jonestown Road - Union City, GA 30281
(770) 756-8717
www.naleycars.com

INVOICE
DUPLICATE #1
PAGE 2

SERVICE ADVISOR: 997135 GOINS W LES

YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG		
17	HONDA PILOT	58NYF5R62HM		119871/119877			
DATE	ENGR DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV
01/16/23			16:00 14FEB23			CASH	21FEB23
DIAGNOSIS	READY	OPTIONS	SOLD-STK	DLR			
W.O. SPEND		ENG:3.5 Liter TRN:6 Speed Autom					

DRIVE	DATE	OR SA	DATE	LIST	NET	TOTAL
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LINE OPTION TECH TYPE HOUR

The issue, these areas are within the gauge control module and the camera syst

3.00 LABOR: 324.48 OTHER: 0.00 TOTAL LINE F: 324.48

tech checked all the wiring in the vehicle to make sure they had proper continuity and in doing this the technician had to remove some area plates to get to the wiring, as well as removing the camera trim mounted on the windshield

 ** Forward Looking Camera: need to start with replacing the multipurpose camera unit, will have to realign the camera when unit is installed and will have to realign the radar aiming as well after camera is replaced, after camera is replaced tech will test

When Forward Looking Camera: need to start with replacing the multipurpose camera unit, will have to realign the camera when new one is installed and will have to realign the radar aiming as well after camera is replaced, after camera is replaced tech will test

3.00 LABOR:	324.48	OTHER:	0.00	TOTAL LINE F:	324.48
3.00 LABOR:	561.92	OTHER:	0.00	TOTAL LINE G:	561.92
1810.00 1000 10100 CAMERA, MONOCULAR	1188.60	OTHER:	0.00	TOTAL LINE G:	1188.60
1188.60 LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	1188.60

ADD VOUCHER REQUEST HERE -200.00 200.00

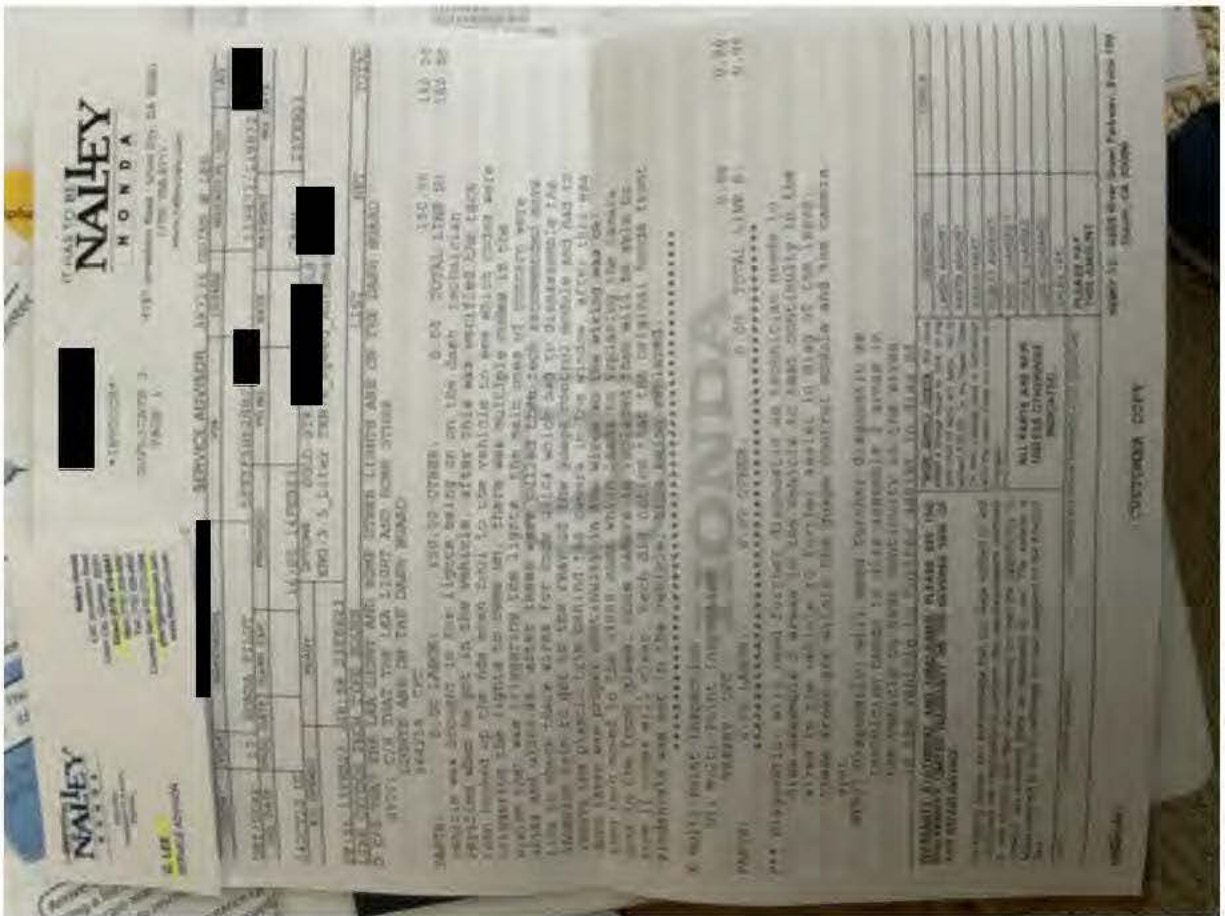
 ESTIMATE: 1/16/23 14:39 GA: 997135
 CONTACT: *****

SALES QUOTE/ENVIRONMENTAL FEE 29.88

DESCRIPTION	AMOUNT	TOTAL
LABOR AMOUNT		
PARTS AMOUNT		
ADJUSTMENT		
SUBT AMOUNT		
TOTAL CHARGES		
TOTAL CHARGES		
LESS INDEMNITY		
SALES TAX		
PLEASE PAY THIS AMOUNT		

REMIT TO: 4365 River Green Parkway, Suite 100
Duluth, GA 30096

CUSTOMER COPY



[Sent from Yahoo Mail for iPad](#)

On Friday, March 31, 2023, 7:31 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation