

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

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11558917
Date: Friday, December 8, 2023 5:03:21 PM

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.

From: [REDACTED]
Sent: Thursday, December 7, 2023 11:53 AM
To: nhtsa.webmaster@dot.gov
Subject: ODI # 11558917

[External Email]

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.

Hi,

Please see attached paperwork and photo of defective rear view mirror.

[REDACTED]

[REDACTED]

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Shottenkirk

HONDA HUNTSVILLE

8591 Highway 72 W.
Huntsville, AL 35806
Phone: 256-539-5300

CUSTOMER #:

INVOICE

PAGE 1

MADISON AT HOME BLISS
COUNTY CELL

SERVICE ADVISOR: 1034 KEVIN DUFFEY

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO.	MILEAGE IN/OUT	TAG
	11	HONDA PILOT			246632/246632	
QRY DATE	PRIO DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN11 DE			17:30 22NOV23		140.00	CASH
R.O. OPENED	READY	OPTIONS	ENG:3.5 LITER TRN:5 SPEED AUTOMATIC			

LINE	OPCODE	TECH	TYP	HOURS	LIST	NET	TOTAL
A	C/S					0.00	0.00

C/S: CUSTOMER HAS BEEN TALKING TO HONDA OF AMERICA AND SERVICE MANAGER ABOUT THE REAR VIEW MIRROR. TICKET FOR OPEN CASE CST CUSTOMER STATES/ TELL US MORE

246632 UPON CUSTOMER COMPLAINT, TECH INSPECTED MIRROR... CONFIRMED THAT MIRROR LOOKS TO BE DELAMINATING FROM THE INSIDE

#9835 CREATED 2023-11-22
12:03-02PM TAKEN BY KE VIN DUFFY

We want you to be "Completely Satisfied" with your service experience. You may be receiving a survey to rate our service. The survey is our grade card. If for any reason you can not mark "completely satisfied" on the survey, please contact us at 256-539-5300

Thank You!
for allowing us
to service
your vehicle

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereto are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and declines all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that it is to warrant and defend its claim for incidental or consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by these terms include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will operate any vehicle in any of the systems to perform with maximum safety, efficiency, or comfort.
AUT/10/2023/1034/PO# 897498
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or employees permission to operate the vehicle herein described as described, highway or elsewhere for the purpose of testing and/or inspection. An express merchant's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

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 AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

