

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

From: Ambrose, Ann-Marie L
To: EVOO (NHTSA); Robertson, Faithia (NHTSA); Lewis, Brenton
Cc: NHTSA ODI CED; Strasser-King, Marion C
Subject: ODI- 11564259
Date: Thursday, January 11, 2024 7:40:17 PM
Attachments: [REDACTED]

WARNING: 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: Monday, January 8, 2024 6:36 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Attachments for NHTSA Tracking # 11564259

WARNING: 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.

To Whom It May Concern,

Your reporting system would not allow us to attach the two below files when we reported our vehicle's safety issues.

Sincerely

[REDACTED]

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

2 January 2024

American Honda Motor Co, Inc
Honda Automotive Customer Service
Mail Stop: CHI-5
1919 Torrance Blvd
Torrance, CA 90501-2746
email: <https://crs.secure.force.com/service/honda2c>
Tel: 1-800-999-1009

To Whom It May Concern,

We [REDACTED] request the manufacturer refund for the "full purchase price" of \$36,346.86 (\$34,093.38 [total balance on retail buyer order dated 09/08/2023] + \$163.00 [install mud guards dated 09/08/2023] + \$2,029.98 [paint protection film-deluxe, and new rust personal-standard auto {rust proofing} dated 09/13/2023] + \$60.50 [registration dated 09/30/2023]) for our new 2023 Honda Civic Touring, VIN: 2HGFE1F91PH [REDACTED] under the Ohio Revised Code/Title 13 Commercial Transactions/Chapter 1345 Consumer Sales Practices, Section 1345.71 | Nonconforming new motor vehicle law definitions, Section 1345.72 | Duty to repair - repair unsuccessful, and Section 1345.73 | Presumptions (commonly known as the Ohio Lemon Law according to Dave Yost, Ohio Attorney General). We seriously regret purchasing this new 2023 Honda Civic Touring because of a major manufacturer's defect (primarily a cracked engine block) that happened within 3 months of purchase and with just over 1,000 miles. This car has already been at White Allen Honda for 33 calendar days to complete these major warranty repairs. These major warranty repairs will significantly impair this car's value. For additional details, please review the below listed details and the attached four receipts:

29 Nov 23/5:00pm

I called Matt Castrucci Honda (3019 Miamisburg Centerville Rd, Dayton, OH 45459) at 937-530-3932 and spoke with Service Advisor Dan. I informed Dan when I departed Brookville, OH for Englewood, OH, my new 2023 Honda Civic Touring's (VIN: 2HGFE1F91PH [REDACTED]) engine was running rough and check light indicator came with the following items to "See your dealer":

- Emission System Problem...
- Electric Power Steering System Problem...
- Electric Parking Brake System Problem...
- Tire Pressure Monitor System Problem...
- Brake System Problem...

Dan suggested if I feel comfortable driving it to Matt Castrucci Honda to do so or call the Honda Roadside Assistance (1-800-864-5211) for a tow.

30 Nov 23/7:30am

I called Honda Roadside Assistance at 1-800-864-5211 and spoke to them about my new 2023 Honda Civic Touring's (VIN: 2HGFE1F91PH [REDACTED]) engine that was previously running rough and stated that the check light indicator came on with the following items to "See your dealer":

- Emission System Problem...
- Electric Power Steering System Problem...
- Electric Parking Brake System Problem...
- Tire Pressure Monitor System Problem...
- Brake System Problem...

However, this morning the car just clicked when I tried to start it so I couldn't drive it to Matt Castrucci Honda (3019 Miamisburg Centerville Rd, Dayton, OH 45459) for warranty repair as their Service Advisor Dan suggested. I was not available for someone from Honda Roadside

Assistance to check it out until later because I had to go to work. In the meantime, I was informed to set up a case file (which I did) and to call Honda Roadside Assistance at 1-800-864-5211 back when I was near the car and available to have someone come over.

30 Nov 23/12:45pm

I called Honda Roadside Assistance at 1-800-864-5211 and spoke with Joanie about the fact my new 2023 Honda Civic Touring's (VIN: 2HGFE1F91PH[REDACTED]) engine was previously running rough and the check light indicator came with the following items to "See your dealer":

- Emission System Problem...
- Electric Power Steering System Problem...
- Electric Parking Brake System Problem...
- Tire Pressure Monitor System Problem...
- Brake System Problem...

I informed her that as the car just clicked when I tried to start it earlier this morning, I previously called Honda Roadside Assistance and established a case file. Joanie found the case file and suggested they send someone over to jumpstart it since it was clicking and then try to drive it to the Honda dealer without shutting it down.

30 Nov 23/1:30pm

The Honda Roadside Assistance jumpstart person showed up. Initially, the Civic wouldn't start with the jumpstart and when it finally did it was running extremely rough and then white smoke started coming out of both tailpipes, so we shut it off. I spoke with the jumpstart person, and we decided it would be best to call Honda Roadside Assistance at 1-800-864-5211 for a tow.

30 Nov 23/1:45pm

I called Honda Roadside Assistance at 1-800-864-5211 and spoke with Stefan about my new 2023 Honda Civic Touring (VIN: 2HGFE1F91PH[REDACTED]) and discussed that Honda Roadside Assistance just sent someone over to jumpstart it; however, it was running rough and then white smoke was coming out of both tailpipes, so it needed a tow. The Honda Roadside Assistance member then scheduled for a tow to the closest Honda Dealership (White Allen Honda, 630 North Main Street, Dayton OH 45405).

30 Nov 23/3:00pm

The Honda Roadside Assistance tow operator (Ryan) from Wren's Towing and Recovery arrived and I helped him push the Civic out of my garage to load it on the tow truck. He said he would drop it off at White Allen Honda (630 North Main Street, Dayton OH 45405).

30 Nov 23/4:00pm

Service Advisor Hannah from White Allen Honda, 630 North Main Street, Dayton OH 45405 (937-220-6386) called, informed me they received my Civic and asked what the problem was. I informed Hannah of the following series of events:

My new 2023 Honda Civic Touring (VIN: 2HGFE1F91PH[REDACTED]) started running rough and check light indicator came with the following items to "See your dealer":

- Emission System Problem...
- Electric Power Steering System Problem...
- Electric Parking Brake System Problem...
- Tire Pressure Monitor System Problem...
- Brake System Problem...

I then told her I had called Matt Castrucci Honda at 937-530-3932 and spoke with Service Advisor Dan, and he suggested if I feel comfortable driving it to Matt Castrucci Honda to do so or call the Honda Roadside Assistance (1-800-864-5211) for a tow. I also informed her that

when I tried to start it earlier this morning, it wouldn't start so I called Honda Roadside Assistance at 1-800-864-5211. They initially had someone jump start it, but it was running rough and then white smoke started coming out both tailpipes, so we shut it down. I then called Honda Roadside Assistance at 1-800-864-5211 back for a tow and that was when it was towed to White Allen Honda. Hannah said she'd have a mechanic check it tomorrow morning and call me back after she had more details.

1 Dec 23/11:30am

Service Advisor Hannah from White Allen Honda (937-220-6386) called and informed me my Civic has major engine issues (coolant in the cylinders) so they called the Honda Tech Rep for a way ahead and will call me back early next week when she had more details.

6 Dec 23/11:15am

Service Advisor Hannah from White Allen Honda (937-220-6386) called and informed me my Civic's engine block was cracked and that this is a manufacturer's defect. She stated that they were waiting for the Honda Tech Rep for a way ahead and she will call me when they get additional information.

13 Dec 23/12:00pm

Service Advisor Hannah from White Allen Honda (937-220-6386) called and informed me they were approved to order the required warranty parts (primarily an engine short block) to repair my Civic. Hannah also informed me the parts should be in next week and she'd keep me updated.

2 Jan 24/10:05am

I called White Allen Honda at 937-220-6386 and spoke to the Service Manager James Singleton since Service Advisor Hannah was not available. I informed James since my new 2023 Honda Civic Touring (VIN: 2HGFE1F91PH[REDACTED]) has been in the shop over 30 calendar days for major warranty repairs (primarily replacing the engine short block) I want to use the Ohio Lemon Law. These major warranty repairs increase the future risks for leaks, sensors, electrical, catalytic converter, corrosion, etc, related issues which seriously conflicts with our expectation that a new Civic would be an extremely reliable car. James informed me the engine short block was in so the mechanic should start working on my Civic soon. James also said he understands my concerns, but in the past, they had some minor warranty issues like a bad alternator in a new Honda van which they replaced and fixed the warranty problem. In addition, James said he was not sure of the Ohio Lemon Law process for Honda, but he would call me back later today.

2 Jan 24/12:05pm

I called Service Manager James Singleton from White Allen Honda at 937-220-6386. James informed me he is still figuring out the Ohio Lemon Law process for Honda and will let me know what the process is later today. I informed James in addition to the concerns we talked about earlier, these issues will also significantly impair this car's worth, since these major warranty repairs should be permanently recorded on this its CarFax and we must disclose these major warranty repairs to any future buyer. James said years ago they had a new Honda Pilot with a major engine problem which Honda took back from the customer, so he understands my concerns.

2 Jan 24/4:20pm

Service Manager James Singleton from White Allen Honda (937-220-6386) called me and informed me White Allen Honda does not handle Ohio Lemon Law requests and does not know who does. After we talked, he stated my 2023 Honda Civic Touring major warranty repairs should be accomplished on Friday (5 Jan 23).

2 Jan 24/5:00pm

I called Matt Castrucci Honda (3019 Miamisburg Centerville Rd, Dayton, OH 45459) at 937-530-3932 and spoke with Sales Consultant Ronnie Crain who we purchased our new 2023 Honda Civic Touring (VIN: 2HGFE1F91PH[REDACTED]) from in September 2023. After I went over the above events with Ronnie, he talked with the Matt Castrucci Honda Service Manager and informed me Matt Castrucci Honda has nothing to do with my Ohio Lemon Law request; however, he understands my concerns. Ronnie suggested I coordinate with Honda Customer Service or get an attorney. I also informed Ronnie I would Cc him (r.crain@mattcastrucci.com), Matt Castrucci Honda Service Manager Kirk Harris (k.harris@mattcastrucci.com), and White Allen Service Honda Manager James Singleton (jsingleton@whitecars.com) to keep everyone in the loop when I coordinate with Honda Customer Service.

It should be noted the coordination we had with Matt Castrucci Honda (937-530-3932), Honda Roadside Assistance (1-800-864-5211), and White Allen Honda (937-220-6386) was always very professional. We did not ask White Allen Honda for the use of a no cost loaner vehicle when our Civic was at the dealership for these lengthy on-going major warranty repairs. We spent another \$367 for WeatherTech mats and another \$60 for a custom sunshade for this Civic. Our car insurance costs us \$56 per month even when our Civic is down for extended major warranty repairs. Also, in December 2023 we also received a notification that our Civic now has a steering rack recall (Manufacturer Recall # YFW or HNTSA Recall # 23V-704). We recommend Honda improves US Honda dealerships understanding of their state Lemon Law and federal Magnuson-Moss Warranty Act process, so customers get the support they deserve.

The above listed events are particularly disappointing. We purchased this new 2023 Honda Civic Touring for [REDACTED] retirement gift after serving 30 years active-duty in the United States Air Force, and 14 years as a civil service employee at Wright-Patterson Air Force Base, OH to travel worry free. We became loyal Honda owners after learning of Honda's high reliability and quality for a reasonable price. We have previously purchased three other new Honda cars since 2006 without having any major non-preventative maintenance related issues. However, to our surprise and disappointment we seriously regret purchasing this car for the above-listed reasons, and now we're extremely concerned about its future reliability because of the major manufacturer's defect (primarily a cracked engine block). These major warranty repairs (primarily replacing the engine short block) will increase future risks for leaks, sensors, electrical, catalytic converter, corrosion, etc. related issues. This seriously conflicts with our expectation that a new Civic would be an extremely reliable car. These issues also significantly impair this car's worth, since these major warranty repairs should be permanently recorded on its CarFax and we must disclose these major warranty repairs to any future buyer.

We now feel due to the recent supply chain, labor, warranty, and recall related issues, that it's best for us to wait to procure another new car. In addition, Honda Civic's decline in the Consumer Reports' overall score to 71 and the 11th compact car in 2024 supports our concern. Our pause will give automotive companies like Honda time to reestablish their new car quality standards (especially reliability).

Please let us know when we can pick up our miscellaneous personal items (WeatherTech mats and other items) from our Civic, drop off our Civic's title, spare key and Honda floor mats at White Allen Honda (630 North Main Street, Dayton OH 45405), and pick up a manufacturer's refund check for the "full purchase price" as indicated above.

Sincerely

[REDACTED]
Englewood, OH [REDACTED]
Cell # [REDACTED] and [REDACTED]

Attachments

1. Total balance on retail buyer order receipt, dated 09/08/2023
2. Install mud guards receipt, dated 09/08/2023
3. Paint protection film-deluxe, and new rust personal-standard auto (rust proofing) receipt, dated 09/13/2023
4. Registration receipt, dated 09/30/2023

RETAIL BUYER'S ORDER

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN SELLER ARE THEIRS, NOT SELLERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS SELLER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY SELLER ON ITS OWN BEHALF, SELLER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY SELLER. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY SELLER OR A SERVICE CONTRACT IS SOLD BY SELLER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

GOVERNING LAW: FEDERAL LAW AND THE LAW OF THE STATE OF OHIO APPLY TO THIS AGREEMENT.

Buyer has read the terms and conditions printed on all pages hereof and agrees to them as a part of this Agreement the same as if it were printed above Buyer's signature. Buyer certifies that Buyer is at least 18 years old, and hereby acknowledges receipt of a copy of this Agreement. This is an Agreement to buy the Vehicle. THIS AGREEMENT IS NOT VOID UNLESS SIGNED AND ACCEPTED BY SELLER OR SELLER'S AUTHORIZED REPRESENTATIVE.

REMARKS
N/A

JURY WAIVER: THE BUYER AND SELLER WAIVE AND REJECT THE RIGHT UNDER FEDERAL AND STATE LAW TO A TRIAL BY JURY FOR ANY CLAIM.

RIGHT TO CANCEL - If Buyer and Co-buyer sign here, the provisions of the Right to Cancel section on page 3, which gives you and Seller the right to cancel If Seller is unable to assign a Retail Installment Sale Contract signed with this Agreement within N/A days from the date of this Agreement, will apply.

Buyer Signs X [REDACTED] Co-Buyer Signs X [REDACTED]

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on page 4 of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X [REDACTED] Co-Buyer Signs X [REDACTED]

Buyer agrees that this Agreement includes all of the terms and conditions on all pages of this agreement hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, together with any agreements incorporated by reference, as checked on page 1, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this [REDACTED] and agrees to its terms and has received a true copy of this Agreement.

BUYER SIGNS X [REDACTED] DATE 09/08/2023

CO-BUYER SIGNS X [REDACTED] DATE 09/08/2023

MANAGER'S APPROVAL
(Must Be Accepted By An Authorized Representative of the Seller)

X [REDACTED] DATE 09/08/2023

Matt Castrucci Auto Mall
3013 Mall Park Dr
Dayton OH 45459
(937) 434-4723

09/07/2023 22:27

Sale

Trans #: [REDACTED] Batch # [REDACTED]

CREDIT CARD CHIP READ
UISA CONTACTLESS
Entry Type: [REDACTED]

TOTAL AMT: USD \$163.00

Resp: APPROVAL 08026C
Code: 08026C
Ref #: 325114005739
TransID: 383231519600063

App Name: CHASE UISA
AID: A0000000031010
YUR: 000000000000
ATC: 0077
IC: A923F7D3A27EB825
IAD: 06021203A00000

NO SIGNATURE REQUIRED

Thank You!

CUSTOMER COPY

5 ON

SERVICE HOURS

Monday thru Friday
7:30 a.m. - 6:00 p.m.

Saturday and Sunday
CLOSED

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NICHOLAS R HEDRICK 10506	TAG NO. 5383	INVOICE DATE 09/08/23
MATT CASTRUCCI HONDA 3013 MALL PARK DR DAYTON, OH 45459	LABOR RATE 125.00	LICENSE NO.	10 RALLYE RED/
	237 HONDA/CIVIC SEDAN/4DR CVT TOURING	DELIVERY DATE	DELIVERY MILES
	VEHICLE NO. 2 H G F E 1 F 9 1 P H [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
	FTE NO. DEALER [REDACTED]	R.O. DATE 09/07/23	REPRINT# 1
COMMENTS			MO: 11

LABOR - 8 PARTS

0# 1 06H02M INSTALL MUD GUARDS TECH(S):11072 50.00
INSTALL MUD GUARDS
INSTALLED MUD GUARDS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
008 # 1	1	08P00-T20-100	SPLASH 08156	113.00	113.00	113.00
JOB # 1 TOTAL PARTS						113.00
JOB # 1 TOTAL LABOR & PARTS						163.00

0# 2 00H02Z101001 C/S COMPLETE COMPLIMENTARY VIDEO MULTI-POINT INSPECTION
SERVICE TECHNICIAN COMPLETED A COMPLIMENTARY VIDEO
MULTI-POINT INSPECTION. THIS REPLACES THE PAPER
MULTIPOINT-INSPECTION. YOU MAY REQUEST A PAPER MULTI-POINT
INSPECTION FROM YOUR SERVICE ADVISOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$470.00 (+TAX)

COMMENTS
SEE RONNIE CRAIN

TOTALS	TOTAL LABOR....	50.00
	TOTAL PARTS....	113.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

SALES AND LEASING, SERVICE, PARTS, ACCESSORIES

CASH ☐ CHECK ☐ CHARGE ☐ NO CHARGE ☐

MASTERCARD ☐ VISA ☐ DISCOVER ☐ AMEX ☐
VISIT OUR WEB SITE WWW.MATTCASRUCCI.COM
WE OFFER FREE BODY SHOP ESTIMATES
WE OFFER A STATE OF THE ART COLLISION REPAIR FACILITY
LET US REPAIR ANY BODY OR PAINT DAMAGE TO YOUR VEHICLE

CUSTOMER SIGNATURE

TOTAL INVOICE \$ 163.00

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

Atch 2



Auto-X-10'D, Inc.
Ziebart of Dayton
7030 Poe Avenue
Dayton, OH 45414
937.890.8782
OH31@Ziebart1.com
ziebart.com

Invoice

Page 1 of 1

OH31

Date	Invoice #
9/13/2023	

Salesperson: Cole

Customer
Englewood OH

Vehicle	
VIN# 2HGFE1F91PH	Mfg Date 1/2023
Year 2023 Miles 11	Make Honda
Model Civic	Color Red

Description	Warranty #	Qty	Suggested Retail	Net
PPF Paint Protection Film - Deluxe	OH31880056-FLM	1	1,499.99	1,499.99
RP New Rust Personal - Standard Auto		1	499.99	499.99
Z2 Shop Supplies Fee	OH31880056-R	1	30.00	30.00
Totals:			2,029.98	2,029.98

		Taxes: 150.00
		Grand Total: 2,179.98
		Payments: 2,179.98
		Balance Due: 0.00

VISA: \$2,179.98 Auth: 06128c

I HEREBY AUTHORIZE THE WORK SHOWN TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF SERVICE HERETO.

X

ATCH 3



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO: [REDACTED] REG. DATE: 09/08/2023 EXP. DATE: 05/01/2024 ISSUE DATE: 09/30/2023 APP NO.: [REDACTED]
VALIDATION NO.: [REDACTED] AGENCY: 3722
OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: JOINT USER ID: JD
ADD OWNER: [REDACTED]
OWNER ADDR: [REDACTED] ADD ADDR.: [REDACTED]
CITY: ENGLEWOOD ADD. CITY: ENGLEWOOD
STATE: OH ZIP: [REDACTED] ADD. STATE: OH ADD. ZIP: [REDACTED]
FAX DISTRICT: ENGLEWOOD
COUNTY: MONTGOMERY
NSIDE CORP LIMIT: YES VEHICLE CLASS: PASSENGER
VEHICLE YEAR: 2023 ODOMETER READING: 09
BODY TYPE: 4S MAKE: HOND STATE FEES: \$25.00
CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: SUNRISE IN OHIO
VEH. SERIAL NO.: 2HGFE1F91P1 [REDACTED] REG TYPE: NEW LOCAL TAX: \$30.00
PURCHASE DATE: 09/08/2023 SUSPENSION/REVOCAION: NO REFL/CO. FEE: \$0.50
PRIOR OPERATION: YES DEPUTY FEE: \$5.00
FEES PAID: NO TOTAL FEES: \$60.50

In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.

It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.

PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED. Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances.

- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 for second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate.

X **SIGNATURE ON FILE**

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 7/19 (760-1058)

Printed on 10/21/2016 12:14

RESTRICTED

CUSTOMER COPY

444 4

CUSTOMER # [REDACTED]

INVOICE

**DAYTON'S DRIVING FORCE
Honda**630 NORTH MAIN ST. • DAYTON, OHIO 45405
(937) 220-6391 • FAX (937) 220-6366ENGL
HOME:
BUS:4 CONT:
CELL:DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 4051 HANNAH GREGERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	23	HONDA CIVIC	2HGFE1F91PH		1010/1092		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			18:00 04JAN24		140.00	CASH	05JAN24

R.O. OPENED: 16:02 30NOV23 15:48 05JAN24
READY: 18:00 04JAN24
OPTIONS: DLR: [REDACTED]

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

A CHECK ENGINE LIGHT IS FLASHING & SMOKING
CAUSE: ENGINE BLOCK CRACKED AT CYLINDER 4

111100 SHORT BLOCK - REPLACE. S/B: 08-044 S/B:

19-045

4251 WP

1	10002-64A-A00	10002	GENERAL ASSY-	(N/C)
1	06110-6A0-A01	06110	GASKET KIT, CYL HD	(N/C)
4	12290-6A0-A01	98070	S/PLG (DILKAR8P8SY)	(N/C)
1	91212-59B-003	91201	OIL SEAL (43X58X7)	(N/C)
1	12513-59B-000	91710	CVR, CAMSHAFT HOLDER	(N/C)
1	16453-5R1-J00	91510	SEAL SET, INJECTOR	(N/C)
5	FS020-S10-N0L		OILXX OIL, FULLSYN (0W20)	(N/C)
3	OL999-9011	7792400L999	COOLANT (TYPE-2)	(N/C)
1	15400-PLM-A02	66639915400	FILTER, OIL	(N/C)
1	94109-14000	01718790400	WASHER, DRAIN (14MM)	(N/C)
1	08718-0009	57347108718	ULTRA FLG SEALANTII	(N/C)
4	08200-HCF2	08201	FLUID (HCF-2)	(N/C)

1111100Q ALIGNMENT

4251 WP

FC: 01701

PART#: 10002-64A-A00

COUNT: 1

CLAIM TYPE:

AUTH CODE:

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

1010

HAD MISFIRE ON CYLINDER 4, PER TECHLINE, REMOVED CYLINDER HEAD AND
FOUND BLOCK CRACKED BETWEEN CYLINDER WALLS AND COOLANT JACKET.
REPLACED SHORT BLOCK AND COMPLETED ALIGNMENT

DPSM AUTH # 71429

B 2022-24 Civic EPS Inspect Safety Recall (Serv Parts)

CAUSE: RECALL 23-085

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 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.

*SHOP SUPPLY COSTS:
We have added a charge equal to 15% of parts and labor maximum charge of \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

CUSTOMER #: [REDACTED]

INVOICE

DAYTON'S DRIVING FORCE
Honda630 NORTH MAIN ST. • DAYTON, OHIO 45405
(937) 220-6391 • FAX (937) 220-6366

ENGLEWOOD, OH

DUPLICATE 1
PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4051 HANNAH GREGERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	23	HONDA CIVIC	2HGFE1F91PH		1010/1092		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			18:00 04JAN24		140.00	CASH	05JAN24

R.O. OPENED	READY	OPTIONS:	DLR
16:02 30NOV23	15:48 05JAN24		

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

5135A8 SAFETY RECALL CAMPAIGN: INSPECT PARTS
LABEL (INCLUDES PHOTOS S/B: 23-085

4251 WP (N/C)

FC: 6GX00

PART#: 53640-T21-305

COUNT: 1

CLAIM TYPE:

AUTH CODE:

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

1010 23-085 0.30

passed inspection

Inspect the parts label
(includes photos)

C** FOUR WHEEL ALIGNMENT

CAUSE: F.

19 MISCELLANEOUS

4251 IPS (N/C)

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

ESTIMATE: 165.00 30NOV23 16:02 SA: 4051

CONTACT:

SHOP SUPPLY CHARGES COVER WASTE OIL DISPOSAL,
LUBRICANTS, SOLVENTS, CLEANERS AND SOFTWARE U
PDATES. THIS IS IN PLACE TO SAVE CUSTOMERS TH
E EXPENSE OF AN ENTIRE CONTAINER OF A GIVEN P
RODUCT WHEN ONLY A PART OF THE CONTAINER IS
USED.

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.		*SHOP SUPPLY COSTS: We have added a charge equal to 15% of parts and labor maximum charge of \$50.00, to the Repair Order for shop supplies used in connection with this repair.		DESCRIPTION	TOTALS
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				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
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

WARRANTY

WHITE ALLEN Honda

630 NORTH MAIN ST. • DAYTON, OHIO 45405
(937) 220-6391 • FAX (937) 220-6366DUPLICATE 1
PAGE 1

ENGLEWOOD, OH

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 4051 HANNAH GREGERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	23	HONDA CIVIC	2HGFE1F91PH		1010/1092		
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			18:00 04JAN24		140.00	CASH	05JAN24
R.O. OPENED		READY		OPTIONS:			DLR:
16:02 30NOV23		15:48 05JAN24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT IS FLASHING & SMOKING							
CAUSE: ENGINE BLOCK CRACKED AT CYLINDER 4							
CONCERN CODE: 05901							

111100 SHORT BLOCK - REPLACE. S/B: 08-044 S/B:

19-045

4251 WP 12.90

1806.00 1806.00

1	10002-64A-A00	10002 GENERAL ASSY	1573.75	1573.75	1573.75		
1	06110-6A0-A01	06110 GASKET KIT, CYL HD	341.78	321.96	321.96		
4	12290-6A0-A01	98070 S/PLG (DILKAR8P8SY)	43.63	41.10	164.40		
1	91212-59B-003	91201 OIL SEAL (43X58X7)	24.04	22.64	22.64		
1	12513-59B-000	91710 CVR, CAMSHAFT HOLDER	4.38	4.13	4.13		
1	16453-5R1-J00	91510 SEAL SET, INJECTOR	182.87	172.26	172.26		
5	FS020-S10-NOL	OILXX OIL, FULLSYN (0W20)	5.15	5.07	25.35		
3	OL999-9011	7792400L999 COOLANT (TYPE-2)	21.75	20.49	61.47		
1	15400-PLM-A02	66639915400 FILTER, OIL	9.36	8.82	8.82		
1	94109-14000	01718790400 WASHER, DRAIN (14MM)	0.58	0.16	0.16		
1	08718-0009	57347108718 ULTRA FLG SEALANTII	32.75	30.85	30.85		
4	08200-HCF2	08201 FLUID (HCF-2)	13.78	12.98	51.92		

111100Q ALIGNMENT							
4251 WP 0.40					0.00	0.00	

FC: 01701							
PART#: 10002-64A-A00							
COUNT: 1	155270	243771	TPARTS				
CLAIM TYPE:							
AUTH CODE:							

31920 180600 TLABOR

TECH:	4251 ACTUAL HRS.:	8.72	SOLD HRS.:	13.3			
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SALE-LBR:	1806.00	PTS:	2437.71	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	4243.71
COST-LBR:	319.20	PTS:	1552.70	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	1871.90

1010							
HAD MISFIRE ON CYLINDER 4, PER TECHLINE, REMOVED CYLINDER HEAD AND							

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				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES *	
				TOTAL CHARGES	
DATE		CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	
				PLEASE PAY THIS AMOUNT	

