

**From:** [Artemis HelpDesk \(NHTSA\)](#)  
**To:** [NHTSA ODI CED](#)  
**Cc:** [EVOO \(NHTSA\)](#)  
**Subject:** Artemis HelpDesk Inbox - VOQ# 11586571, [REDACTED] Supporting Documentation - Thanks for Letting Us Know About Your Safety Problem.  
**Date:** Thursday, May 2, 2024 2:36:42 PM  
**Attachments:** [REDACTED]

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Hello CRD Inbox,  
This Consumer has supporting documentation for her complaint attached. (see below)

Thanks,  
Cameron Olson  
**Artemis Help Desk**  
[artemis@dot.gov](mailto:artemis@dot.gov)

---

**From:** [REDACTED]  
**Sent:** Thursday, May 2, 2024 2:13 PM  
**To:** Artemis HelpDesk (NHTSA) <Artemis@dot.gov>  
**Subject:** Re: Thanks for Letting Us Know About Your Safety Problem

**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.

Here is supporting documentation of the report.  
On Thursday, May 2, 2024 at 12:37:09 PM CDT, <nhtsa-odi-consumer-communication@service.govdelivery.com> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11586571](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

### What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

### Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)  
TTY: 888-424-9153  
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>  
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

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### **Complaint and Non-Compliance (according to the NHTSA recall standards) of Honda Dealership**

**Service and Parts:** Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

**Fuel Pump Recall:** On April 22, 2024, when driving my vehicle was on and when I placed vehicle in reverse the vehicle shut down prior to this occurrence I arrived at my child's drop off when automatic back seat doors were initiated the doors failed to open and were manually opened for child to get out of the vehicle the engine remained on through this ordeal. Doors again were manually opened and closed when my eldest child reentered the vehicle to carry on to the next stop to his school. At this point in time the engine was still on from the departure from my home to the first drop off and remained idle at this transitional point. When placed in reverse the vehicle engine shut off while in reverse in the line of traffic (in a parking lot) with me and my child in the vehicle. I restarted the engine and the vehicle did turn back on and we were able to make it to the next destination. I have a full-time job and am the only person working, I reported to work praying I would safely reach the second child drop off and work arrival. For the second time in the same day, I boarded my vehicle after the first half of my day (5 hours off) the vehicle turned on however, the vehicle was then placed in reverse and stalled again for the second time in the blocking oncoming in motion vehicles (in parking lot) I was lucky this occurred in a parking lot and not in the line of full speed freeway or traffic. My vehicle has for the life of owning it has failed to turn on and stalled but this was progressively alarming because now it was becoming so apparent that safety was increasingly affected and has occurred in a duration that was impactful and alarming that I go straight to the dealership to be inspected. Prior to this occurrence any and all issues experienced were rear doors not powered and losing automatic capability also not stopping with censored obstruction. I believe there is a malfunction on the automatic sensors of the keyless entrances to the Honda Odyssey elite 2019 make and more than likely affects more models than proven yet. I urge the Nation Highway Traffic Safety Administration to remain focused on this recall campaign with vigilance. The certified Honda dealership I use and maintain oil changes and purchased new tires and still failed to provide the information and or solution resolution to this recall but on the contrary has ignored my reports and further claim that my experiences in my vehicle are NOT related the issued VIN # assigned recalls mandated by the manufacture and are tell me it is the wear and tear of the vehicle the mileage. This is NOT true, the symptoms and experiences had been present, my vehicle had been taken in for regular maintenance and NO one sputtered a word about a recall over the past year. I received a letter from Honda I moved in the past year and I have a busy hectic life I take responsibility for not being informed I had not even opened the letter. An expert like a designated Honda dealership has the moral obligation to inform their customers and to take the correct measures before problem, or worse accident or death occurs. The neglect by Honda and designated Honda dealerships is unreal. They refuse to take the corrective measures to fix my vehicle.

**The Most FAKRA Recall:** On April 15, 2024 by media console turned black. Prior to this the problems experiences where "NO" Bluetooth capability for the life of the vehicle's ownership. Consistent black out of the screen for hours sometimes a day. The screen would turn back on and I prayed that it would not need to be serviced as this is my only vehicle I am the only working person in my household and sometimes you make the wrong choice to overlook things but I expect the responsible parties, the trained and experts to do the right thing, especially the service and parts of a HONDA mechanic

dealership. They again DID not mention the recall to be related to the issue when brought in to be inspected on April 22 when the engine shut off and to my suspicion were all interrelated due to electrical malfunction. They are claiming and have now intentionally avoided correspondence with the Honda recall campaign and have forcefully made me to feel that all the reported malfunctions are not due to the recall but due to “an unknown issue” since the screen is black they are unable to produce a code to substantiate the claim of the related cause. This means they can neither say it is or it is not!!!! But are stating “IT IS NOT”, this too cannot be substantiated. The lack of interests in client safety and more importantly minor children’s safety is inexcusable! I am never purchasing from Honda again and have lost complete trust with the dealership and services and parts department for ever. My vehicle is still not repaired and they have yet to issue a correspondence to the Honda Claim campaign for beginnings of the resolution process and have yet to consider the losses that have been had because of intentional negligence by the South Corpus Christi Honda AutoNation dealership, service and parts department. I have been sat with the GM of customer service for over an hour on two separate occasions where he blames by sams club gas for the stalling when the recall specifically states the correlation between the two situations. He said “unless your vehicle is on the side of a road and will not turn on or operate there is nothing we can do and IT does not relate to the nationally declared Recall on my VIN Honda model “fuel pump” malfunction. Take your vehicle in the day one you experience anything unusual, do your research and DO NOT trust Honda to do the right thing because they won’t!

**Continued non-compliance and or customer care and negligence:**

During my lunch I drop the vehicle to the service department to assess the issue and was NOT informed of the “fuel pump impeller that was improperly module, resulting in low density impellers. I was told that I should buy a new vehicle or that I was going to need to pay to repair my vehicle. Included quotes for thousands of dollars again not discussing the Honda recall and how that connects to the shared vehicle problems. It is May 2, 2024 there has been no remedy or attempt to understand the details of the recall the procedures of the following the recall in relation to my corrective needs to my vehicle. Nothing is moving forward the one consistency is the service and parts (Honda dealership) not seeing the relation/connection of the issue with my vehicle to the situation and deny to proceed properly in respect to the issues recall actions and steps sent directly to Honda and the affected owners of the malfunction models.

**Safety Risk:** If the fuel pump module is inoperative, the engine may not start or can stall while driving, increasing risk of crash or injury.

CASE # 2

# AutoNation

**AutoNation Honda South Corpus Christi**  
 6702 S. Padre Island Dr.  
 P.O. Box 8910  
 Corpus Christi, TX 78412  
 (361) 857-7900  
 www.autonation.com

Tag #: [REDACTED]

Corpus Christi, TX

Home: [REDACTED]

Bus: [REDACTED]

Customer: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Service Advisor: **9321 JESUS VASQUEZ**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	HONDA ODYSSEY	5FNRL6H92KE [REDACTED]	[REDACTED]	46666	46668			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18FEB21 D			18:00 22APR24			CASH	30APR24	13:45 22APR24	12:59 30APR24

OPTIONS:

*We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.*

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**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A VEHICLE SAFETY CONDITION INSPECTION INCLUDED							
MULTI-I VEHICLE SAFETY CONDITION INSPECTION INCLUDED							
	9339	GARCIA, JESUS	LIC#:	N			
		CHZM		0.00		0.00	0.00
	YBK	BRAKES IN THE YELLOW					
	9339	GARCIA, JESUS	LIC#:	N			
		CHZM		0.00		0.00	0.00
	GBATT	BATTERY TESTING IN GREEN (GOOD CONDITION)					
	9339	GARCIA, JESUS	LIC#:	N			
		CHZM		0.00		0.00	0.00
	GTIRE	TIRE(S) IN THE GREEN					
	9339	GARCIA, JESUS	LIC#:	N			
		CHZM		0.00		0.00	0.00
						0.00	0.00
							0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
46666 FLUIDS ARE DARK - NO SERVICE HAS BEEN DONE ON THIS VEHICLE -							
MAINTENANCE MINDER B13							
1 TIRE ROTATION							
3 TRANSMISSION FLUID							
ENGINE COOLANT							
BRAKE FLUID							
FUEL SYS							
DRIVE BELT							
CABIN AIR FILTER							
WHEEL ALIGNMENT							
*****							
B							
B Customer States Interior Concern audio screen went black does not work							
CSIN Customer States Interior Concern audio screen went black does not work							
	9339	GARCIA, JESUS	LIC#:	N			
		CHZM		0.00		0.00	0.00
							0.00
							0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
46666 ACU AUDIO SCREEN IS INOP ACU SCREEN NEEDS TO BE REPLACED -							

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE Sec. 70.001: I, the undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understand that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with Sec. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer: X

**WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR INVOICE.**

**CALL/TEXT AUTHORIZATION:** YOU HEREBY AUTHORIZE US TO MAKE RECURRING CALLS, TEXTS, AND TRANSMIT VOICEMAILS TO YOU AT YOUR PHONE NUMBER(S), INCLUDING BY USE OF AN AUTOMATED SYSTEM, REGARDING SALES AND/OR SERVICE OF YOUR VEHICLE. YOU UNDERSTAND YOUR AGREEMENT IS NOT A CONDITION OF PURCHASING GOODS OR SERVICES AND YOU MAY OPT OUT YOUR PHONE NUMBER(S) BY NOTIFYING YOUR SERVICE ADVISOR OR TEXTING STOP TO ANY MESSAGE RECEIVED. MSG & DATA RATES MAY APPLY.

**SHOP SUPPLY CHARGES:** We may charge shop supply costs of 15% of the total cost of labor, not to exceed \$59.99.

If we receive payments related to the goods or services provided hereunder from any third party (e.g., a check under a Service Contract), you agree that we may retain all such monies as if same was a payment from you and apply such funds to any outstanding indebtedness of yours. You hereby grant us a power of attorney to endorse or otherwise sign your name and to deposit such funds into the dealership's account to carry out the intent of this provision.

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.

CUSTOMER SIGNATURE: X

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

INVOICE

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Tag #: [REDACTED]

Corpus Christi, TX

Home: [REDACTED] Bus: [REDACTED]  
 Cell: [REDACTED] Email: [REDACTED]

Customer # [REDACTED]

Service Advisor: 9321 JESUS VASQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	HONDA ODYSSEY	5FNRL6H92KB[REDACTED]	[REDACTED]	46666	46668			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1.0							
*****							
C							
Pennzoil Platinum Full Synthetic							
CAUSE: Maintenance							
PPSLOF Pennzoil Platinum Full Synthetic							
9339 GARCIA, JESUS LIC#: N							
IHEAS 0.30							
6 FS020-BAS-NOL*B OIL, FULLSYNTHETIC (0W20)							
(N/C)							
(N/C)							
NOTE FREE LOF							
9339 GARCIA, JESUS LIC#: N							
IHEAP 0.00							
(N/C)							
(N/C)							
1 94109-14000 WASHER, DRAIN (14MM)							
(N/C)							
1 PPG4612 AP* PP OIL FILTER							
(N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
46666	0.30	LOF					
*****							
D							
Customer states vehicle shut off when switching gears multiple times.							
Battery light did come then went off							
CSDR Customer states vehicle shut off when							
switching gears multiple times. Battery							
light did come then went off							
9339 GARCIA, JESUS LIC#: N							
CHZM 0.00							
0.00							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
46666		DTC'S ARE PRESENT 1.00					
U0416-F8 VSA MODULATOR CONTROL UNIT MALFUNCTION							
VSA MODULATOR NEEDS TO BE REPLACED - 2.5							
*****							
E							
2018-23 Odyssey Auto Idle Stop Restart SW Update Exp							
CAUSE: SOFTWARE UPDATE AS PER RECALL							
1255G6 PRODUCT UPDATE CAMPAIGN: UPDATE THE PGM-FI							
SOFTWARE (IDLE ST S/B: 23-008							
9339 GARCIA, JESUS LIC#: N							
WHCRC 0.20							
(N/C)							

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Customer: X Date: \_\_\_\_\_

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
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	MISC. CHARGES	
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	LESS INSURANCE	
	SALES TAX	
PLEASE PAY THIS AMOUNT		
TOTALS		

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC: A23008B PART#: COUNT: CLAIM TYPE: AUTH CODE:							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 46666 23-008 Product Update: PGM-FI Idle Stop Software Update 1255G6/A23008B 0.20 Update the PGM-FI Software *****							
F 2018-23 Odyssey MOST FAKRA Service Cables Safety Recall CAUSE: FAKRA CABLES DONE AS PER RECALL 0101T3 SAFETY RECALL CAMPAIGN: REPLACE FAKRA SERVICE CORDS & SPLICE S/B: 23-046 9339 GARCIA, JESUS LIC#: N WHCRC 1.40 (N/C)							
14 39817-THR-305 SPLICE BOX (N/C) 3 39165-THR-AB0 PT FEEDER TX GREEN (N/C) 3 39165-THR-AA0 PT FEEDER TX RED (N/C) 1 39165-THR-AC0 PT FEEDER TX BLUE (N/C)							
FC: A23046A PART#: COUNT: CLAIM TYPE: AUTH CODE:							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00 46666 23-046 Safety Recall: 2018?23 Odyssey Install FAKRA Service Cables at MOST 0101T3/A23046A 1.40 Install the FAKRA splice repair service cables, and splice boxes. *****							
G** Declined A/C Cabin Filter replacement DSAF Declined A/C Cabin Filter replacement 9339 GARCIA, JESUS LIC#: N CH 0.00 0.00 0.00 0.00 TOTAL LINE G: 0.00							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00 *****							
H** DECLINED Brake Fluid Exchange							

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SALES TAX		
PLEASE PAY THIS AMOUNT		
<b>TOTALS</b>		



NEW VEHI

INVOICE

**AutoNation**

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Tag

Corpus Christi, TX

Home: [REDACTED] Bus: [REDACTED]  
Cell: [REDACTED] Email: [REDACTED]

Customer [REDACTED]

Service Advisor: 9321 JESUS VASQUEZ

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
N**	RECOMMENDED SERVICE	- Declined Diagnostic Service VSA	MODULATOR	EST			
				1454.11			
	DDIAG RECOMMENDED SERVICE	- Declined Diagnostic Service VSA	MODULATOR	EST			
				1454.11			
				9339 GARCIA, JESUS LIC#: N			
				CH 0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE N:	0.00
*****							
O**	RECOMMENDED SERVICE	- Declined Diagnostic Service	DISPLAY SCREEN	EST			
				\$550.51			
	DDIAG RECOMMENDED SERVICE	- Declined Diagnostic Service	DISPLAY SCREEN	EST			
				\$550.51			
				9339 GARCIA, JESUS LIC#: N			
				CH 0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE O:	0.00
*****							
P**	ACU SCREEN						
	BE001 ACU SCREEN						
				9339 GARCIA, JESUS LIC#: N			
				CH 0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE P:	0.00
*****							
ESTIMATE: 455.99					23APR24 07:36 SA: 9321		
CONTACT:							
*****							

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

EMAIL [REDACTED] HOME [REDACTED]

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE Sec. 70.001: I, the undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understand that if the Dealership retains possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with Sec. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer: X

WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

CALL/TEXT AUTHORIZATION: YOU HEREBY AUTHORIZE US TO MAKE RECURRING CALLS, TEXTS, AND TRANSMIT VOICEMAILS TO YOU AT YOUR PHONE NUMBER(S), INCLUDING BY USE OF AN AUTOMATED SYSTEM, REGARDING SALES AND/OR SERVICE OF YOUR VEHICLE. YOU UNDERSTAND YOUR AGREEMENT IS NOT A CONDITION OF PURCHASING GOODS OR SERVICES AND YOU MAY OPT OUT YOUR PHONE NUMBER(S) BY NOTIFYING YOUR SERVICE ADVISOR OR TEXTING STOP TO ANY MESSAGE RECEIVED. MSG & DATA RATES MAY APPLY.

SHOP SUPPLY CHARGES: We may charge shop supply costs of 15% of the total cost of labor, not to exceed \$59.99.

If we receive payments related to the goods or services provided hereunder from any third party (e.g., a check under a Service Contract), you agree that we may retain all such monies as if same was a payment from you and apply such funds to any outstanding indebtedness of yours. You hereby grant us a power of attorney to endorse or otherwise sign your name and to deposit such funds into the dealership's account to carry out the intent of this provision.

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.

CUSTOMER SIGNATURE: X

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

INVOICE

# AutoNation

**AutoNation Honda South Corpus Christi**  
 6702 S. Padre Island Dr.  
 P.O. Box 8910  
 Corpus Christi, TX 78412  
 (361) 857-7900  
 www.autonation.com

Corpus Christi, TX  
 Home [REDACTED]  
 Cell: [REDACTED]

Bus: [REDACTED]  
 Email: [REDACTED]

Customer # [REDACTED]

Service Advisor: **9321 JESUS VASQUEZ**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	19	HONDA ODYSSEY	5FNRL6H92KB [REDACTED]	[REDACTED]	46666	46668			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18FEB21 D			18:00 22APR24			CASH	30APR24	13:45 22APR24	12:59 30APR24

OPTIONS:

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.**

**We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*." These non-OE (AP\*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.**

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*****							
				ESTIMATE: 95.24	22APR24 17:29	SA: 9321	
CONTACT: *****							
*****							
				ESTIMATE: 23.00	22APR24 13:45	SA: 9321	
CONTACT: *****							
*****							

**NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE Sec. 70.001:** I, the undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understand that if the Dealer's lien is not satisfied by the possessor of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealer's lien is entitled to possession of the vehicle in accordance with Sec. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer: X

**WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR INVOICE.**

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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.

CUSTOMER SIGNATURE : X

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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	<b>0.00</b>