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

01/17/2025

To whom it may concern,

My car has the following vin number 2HKRS3H42RH[redacted]. I have received a safety recall notice in November 2024. The repair was performed on 01/16/2025. During the same day, the scheduled factory maintenance was performed also with rotation of tires.

My complaint is about the fact that every time a car is suspended, a new alignment should be performed and not only recommended. Why is the alignment service charged then ? In my case, I had a safety recall, in order to change the gear spring, the car needed to be suspended, therefore an alignment service should be part of the recall.

I understand that suspension repairs are not covered under the factory maintenance however this was a recall repair and suspension was needed.

Thank you for your assistance.

[redacted]

01/16/2025

Honda Multi Point Vehicle Inspection Checklist

HONDA ExpressService

CUSTOMER NAME	R/O TAG NUMBER	NEXT SERVICE DUE
[redacted]	[redacted] 9377	
[redacted]BER	VIN	MILEAGE
[redacted]	2HKRS3H42RH[redacted]	5516
CUSTOMER EMAIL ADDRESS	SERVICE ADVISOR	TECHNICIAN
[redacted]	Maria Miranda	Rasool Tahiri

Satisfactory | May Require Future Attention | Requires Immediate Attention

Interior/Exterior

	Satisfactory	May Require Future Attention	Requires Immediate Attention
Headlights (check high and low beams) Taillights/brake lights/Hazard warning lights/Turn signals/Exterior lamps	✓		
Interior light	✓		
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition	✓		
Parking brake	✓		
Horn operation	✓		
Clutch operation	✓		
Cabin Air Filter	✓		
Cabin air filter replaced at owner's manual service interval?			

Tire Condition

Left Front		Right Front
✓	Wear Pattern	✓
✓	Tire tread 10 32nds	✓
Left Rear		**Right Rear**
✓	Wear Pattern	✓
✓	Tire tread 10 32nds	✓
Spare		Front tire inflation set to 35 psi
✓	Wear Pattern	Rear tire inflation set to 35 psi
✓	Tire tread ___ 32nds	

Battery Performance (see attached ED-18 printout)

Good	✓
Replace	



Brake Condition

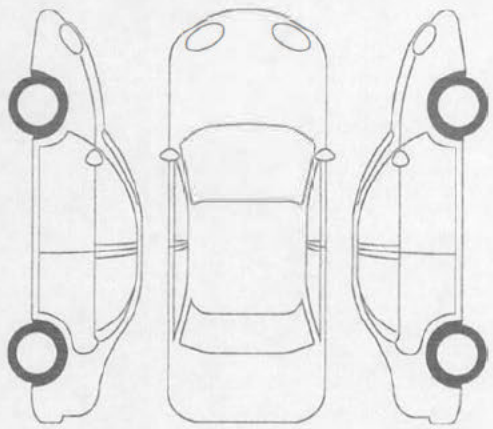
Left Front		Right Front
✓	8 mms	8 mms ✓
Left Rear		**Right Rear**
✓	9 mms	9 mms ✓

Brakes not inspected on this visit ☐

Under Hood

	Satisfactory	May Require Future Attention	Requires Immediate Attention
Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid	✓		
External drive belts and radiator hoses	✓		
Hydraulic clutch reservoir fluid (M/T vehicles)	✓		
Engine Air Filter	✓		
Engine air filter replaced at owner's manual service interval?			

Please Indicate Areas of External Damage or Wear



*Note: Brake fluid NOT filled - fluid level indicate pad wear

Under Vehicle

	Satisfactory	May Require Future Attention	Requires Immediate Attention
Brake lines/Hoses/Parking brake cable	✓		
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals	✓		
Exhaust system	✓		
Engine oil and/or fluid leaks	✓		
Drive shaft boots/Constant velocity boots and bands	✓		

Comments

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

HOUSTON, TX [redacted]

PAGE 1

[redacted]

easy Honda
10250 Katy FWY
Houston, TX 77043
(281) 406-3691
www.EasyHonda.com

SERVICE ADVISOR: 5029 MARIA MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	24	HONDA CR-V	2HKRS3H42RH[redacted]		5516/5516	T9377

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JAN25 DD			WAIT 16JAN25			CASH	16JAN25

R.O. OPENED	READY	OPTIONS:
09:47 16JAN25	14:18 16JAN25	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A 24-117:6JP002023-25 CR-V EPS GRBX GREASING SAF REC
CAUSE: RECALLS AND CAMPAIGNS PERFORMED
5130A5 SAFETY RECALL CAMPAIGN: REPLACE THE SPRING, SPRING SEAT, END S/B: 24-117 S/B: 24-118 S/B: 24-119
5045 TAHIRI,RASOOL LIC#: 5045
W (N/C)
1 06531-T20-305 06999 KIT, G/BOX ASSY STRG (N/C)
1 08718-0004 D08718 HONDABOND HT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Replaced the spring seat, spring, and end cap in the EPS gearbox and inject grease to the worm gear.
Operation Number: 5130A5. 0.50HR
Defect Code: 6JP00

****

B COMPLIMENTARY MAINTENANCE: MAIN SERVICE B
CAUSE: COMPLIMENTARY MAINTENANCE: MAIN SERVICE B
1100A6 COMPLIMENTARY MAINTENANCE: MAIN SERVICE B
5045 TAHIRI,RASOOL LIC#: 5045
W (N/C)
1 15400-PLM-A02 1540015400 FILTER, OIL (N/C)
5 0W20 OIL,OW20 (N/C)
1 94109-14000 90400 WASHER, DRAIN 14MM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
PERFORMED OIL AND FILTER CHANGE.

****

C COMPLIMENTARY MAINTENANCE: TIRE ROTATION- ADD
CAUSE: COMPLIMENTARY MAINTENANCE: TIRE ROTATION- ADD
1100A6A COMPLIMENTARY MAINTENANCE: TIRE ROTATION-

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE 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 PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. 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 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY COSTS: We have added a charge of 15% of labor with a minimum of $4.75 and not to exceed $69.95 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	

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands 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 S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

DealerCAP 2014 CDK Global, LLC (08/12) SERVICE INVOICE TYPE 2 - 2512C - "AS IS" - TX - 9636039

CUSTOMER COPY

Customer X _____ Date _____

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

HOUSTON, TX [redacted]

PAGE 2

easy Honda
10250 Katy FWY
Houston, TX 77043
(281) 406-3691
www.EasyHonda.com

SERVICE ADVISOR: 5029 MARIA MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	24	HONDA CR-V	2HKRS3H42RH[redacted]		5516/5516	T9377

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JAN25 DD			WAIT 16JAN25			CASH	16JAN25

R.O. OPENED	READY	OPTIONS:
09:47 16JAN25	14:18 16JAN25	

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
	ADD									
	5045 TAHIRI,RASOOL LIC#: 5045									
			W							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:				0.00

PERFORMED TIRE ROTATION.

****

D CUSTOMER REQUEST A MULTI-POINT INSPECTION
CAUSE: MULTI-POINT INSPECTION

	MPI	MULTI-POINT INSPECTION								
	5045 TAHIRI,RASOOL LIC#: 5045									
			ISP							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:				0.00

PERFORMED MULTI-POINT INSPECTION.

****

E COMPLEMENTARY EXTERIOR HAND WASH - UPON REQUEST ONLY GUEST WAITING; WASH MAY ADD ANYWHERE TO 25-35 MIN.
CAUSE: COMPLEMENTARY EXTERIOR HAND WASH - UPON REQUEST ONLY GUEST WAITING; WASH MAY ADD ANYWHERE TO 25-35 MIN.

	WASH	COMPLEMENTARY EXTERIOR HAND WASH - UPON REQUEST ONLY GUEST WAITING; WASH MAY ADD ANYWHERE TO 25-35 MIN.								
	5045 TAHIRI,RASOOL LIC#: 5045									
			ISP							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:				0.00

PERFORMED

****

F** ALIGNMENT RECOMMENDED ONCE A YEAR , OR ANY TIME SUSPENSION REPAIRS ARE PERFORMED., NOT COVER UNDER THE FACTORY MAINT. PACK

	4WA	ALIGNMENT								
	5045 TAHIRI,RASOOL LIC#: 5045									
			C						179.95	179.95
PARTS:	0.00	LABOR:	179.95	OTHER:	0.00	TOTAL LINE F:				179.95

PERFORMED FOUR WHEEL ALIGNMENT.

****

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

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DealerCAP 7014 CDK Global, LLC (08/12) SERVICE INVOICE TYPE 2 - JS03C - "AS IS" - TX - 3636039

CUSTOMER COPY

Customer X _____ Date _____

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

HOUSTON, TX [redacted]

PAGE 3

easy Honda
10250 Katy FWY
Houston, TX 77043
(281) 406-3691
www.EasyHonda.com

[redacted]

SERVICE ADVISOR: 5029 MARIA MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	24	HONDA CR-V	2HKRS3H42RH[redacted]		5516/5516	T9377

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JAN25 DD			WAIT 16JAN25			CASH	16JAN25

R.O. OPENED	READY	OPTIONS:
09:47 16JAN25	14:18 16JAN25	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

****

ESTIMATE: 260.99 16JAN25 12:21 SA: 5029

CONTACT:

****

RECALL- EPS- APPROVED PER JOSE R.

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DESCRIPTION	TOTALS
LABOR AMOUNT	179.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	179.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	179.95

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DealerCAP 2014 CDK Global, LLC (08/17) SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - TX - 369803

CUSTOMER COPY

Customer X _____ Date _____

[redacted]

Houston, Texas, [redacted]



NEF

NHTSA
National Highway Traffic Safety
Administration.
1200 New Jersey Ave, SE,
Washington, DC 20590.