HARMONY Honda

THE HARMONY GUARANTEE - WE GUARANTEE YOU'LL LIKE YOUR PRE-OWNED VEHICLE

1. No Documentation Fees or Hidden Charges
2. 120 Point Inspection on Every Pre-Owned Vehicle
3. 30 Day 2500 KM Exchange Policy
4. Complete Vehicle Detail
5. CarProof Vehicle History Report
6. Full Tank of Gas

2009 HONDA CIVIC

STOCK #: U6312

VIN NUMBER: 2HGFG116X9H003089

COLOUR: GREY

ODOMETER: 105,613

SEATS: 5

ENGINE: 1.8L/4 CYL

TRANSMISSION: MANUAL

Front Brake Life: 70 %

Rear Brake Life: 70 %

Front Tire Tread Life: 80 %

Rear Tire Tread Life: 70 %

WHAT MAKES THIS VEHICLE UNIQUE?

- BC VEHICLE !!!
- WELL SERVICED !!!
- LOW KM !!!
- NON-SMOKER !!!

For more information on this vehicle visit www.harmonyhonda.com

PRICE $11,900

2550 Enterprise Way
Kelowna, BC
V1X 7X5
PH: 250-860-6500

Monday - Thursday 8am - 7pm
Friday - Saturday 8am - 6pm
Closed Sunday
www.harmonyhonda.com

HARMONY Honda

USED CAR CHECK-IN SHEET

SALES REP: Jonathon

YEAR	MAKE	TRIM	ENGINE DISP.	# CYL	ENG HP	MILEAGE	STOCK#
2009	MODEL Civic	BODY Coupe	1.8	4	140	105,613	U6312

VIN	TRANS.	COLOUR - EXT.	COLOUR - INT.
2HGFG11X9H0030899	Manual	Gray	Black

EQUIPMENT

- ___ AM/FM Stereo
- ___ AM/FM Stereo w/CD
- ___ DVD System (RES)
- ✓ Air Conditioning
- ✓ Cruise Control
- ✓ Tilt Steering
- ___ Leather Interior
- ✓ Power Windows
- ✓ Power Door Locks
- ✓ Power Mirrors
- ___ Power Trunk
- ✓ Floor Mats
- ✓ Alloy Wheels
- ✓ Remote Keyless Entry
- ___ Power Driver's Seat
- ___ Dual Power Seats
- ___ Cooled Seats / Heated Seats
- ___ Push Button Start
- ___ Navigation System
- ___ Backup Camera
- ___ Blind Spot Monitors
- ___ Rear Spoiler
- ✓ Sunroof / Panoramic Roof
- ___ Fog Lights
- ___ Tire Pressure Monitoring System (TPMS)
- ___ Driver's Side Airbags (SIR)
- ✓ Dual Airbags (SIR)
- ✓ Side Airbags
- ✓ Side Curtain Airbags
- ✓ Anti-Lock Brakes / VSA
- ___ Anti-Theft Device
- ___ Drive Train - 4WD / AWD / FWD / RWD / 4X4
- 5 Seats (# of)
- ___ Accessories
- ___ Other
- ___ Other

___ Active Safety Radars / Driver Assist Technologies: _____

FACTORY WARRANTY EXPIRES: _____ DATE OR _____ MILEAGE

DECLARATIONS

Any Accidents/Damage	✓ Yes	___ No
Damage Over $2000	✓ Yes	___ No
Ex-Lease	___ Yes	✓ No
Ex-Rental	___ Yes	✓ No
Out of Province	___ Yes	✓ No
If Yes, Province:		

OTHER INFORMATION

Extra Keys	___ Yes	✓ No
Extra Remotes	___ Yes	✓ No
Owner's Manual	✓ Yes	___ No
Radio Code		
Key Code		

VEHICLE HISTORY

What makes this vehicle unique?

(I.E.: Traded in on? # of owners? Purpose of vehicle use? Previous customer info? No accidents? Bought & serviced at Harmony?)

1) Non Smoker
2) Low mileage
3) BC vehicle
4) Sporty. two door
5) Super Reliable

SETS OF TIRES

2nd ___ Yes ✓ No

ON RIMS? ___ Yes ___ No

Front Tires	70	%
Rear Tires	70	%

Front Brakes	80	%
Rear Brakes	70	%

Price $ 11,900

	✓	#
Safety	✓	
Detail	✓	
Online	✓	

QF10c Rev.F
Sep-17

u 6312

CARFAX CANADA

VERIFIED BC VEHICLE HISTORY REPORT

VEHICLE DETAILS:
VIN: 2HGFG116X9H003089
Year/Make/Model: 2009 HONDA CIVIC LX
Body Style: COUPE
Country of Assembly: Canada
Cylinders: 4
Fuel Type: Gas

REPORT DETAILS:
Report Number: 22970772
Report Date: 3/13/2019 01:40 PM EST
Report Status: Complete
Reference: 499465

REPORT SUMMARY

Highlights: ONE OWNER™

Accidents / Damage:	Damage records found
Lien Records:	No lien records found
Canadian Registration:	British Columbia (Normal)
Stolen Status:	Not actively declared stolen
U.S. History:	No U.S. history found
Recalls:	1 recall notice(s) found
Service History:	1 record(s) found

QUESTIONS?
WE'RE HERE TO HELP.
CALL
1.866.835.8612
EMAIL
SUPPORT@CARFAX.CA

Report Findings in Chronological Order

Below are all records for the vehicle, listed in the order that they occurred.

Date	Location	Data Source	Type of Record	Detail	Odometer
04/18/2009	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	First Owner Reported	
04/18/2009	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
04/17/2010	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
04/16/2011	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
04/28/2012	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
04/27/2013	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
08/19/2013	Vancouver, British Columbia, Canada	Service Facility	Service Record	Vehicle serviced	
04/26/2014	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
10/04/2014	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
03/24/2015	British Columbia, Canada	Insurance Records	COLLISION	HOOD	
04/01/2015	British Columbia, Canada	Insurance Records	Glass Record	$992.12	
04/25/2015	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	

Date	Location	Data Source	Type of Record	Detail	Odometer
04/23/2016	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
04/22/2017	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
10/18/2017	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	
01/09/2018		HONDA	Recall	Manufacturer Recall Issued Recall # HN30	
04/22/2018	British Columbia, Canada	Motor Vehicle Dept.	Canadian Renewal	Registration Issued or Renewed	

Accident, Collision and Damage Detail

If the vehicle has had any history of accidents, collisions or damage in either Canada or the U.S., the records are outlined in this section. This report also includes claims and estimates from ICBC.

VIN: 2HGFG116X9H003089

Police Reported Accidents

Incident Date	Location	Detail
No police reported accidents found		

Accident/Damage Estimates

Accident estimate records are generated by collision estimating facilities from the process of estimating the amount and extent of damage to a vehicle. Estimates in some cases have associated insurance claims.

Incident Date	Location	Estimate Date	Type of Record	Detail	Amount	Odometer
No estimates found						

Insurance Claims

The insurance claims identified in this report do not include any medical pay-outs, damage to other vehicles, damage to property, towing, rental cars, or any other incidental damages.

Incident Date	Location	Type of Claim	Detail	Amount	Odometer
03/24/2015	British Columbia, Canada	COLLISION	HOOD	$2,779.63	

Other Damage Records

Record Date	Location	Type of Record	Detail	Odometer
04/01/2015	British Columbia, Canada	Glass Record	$992.12	

Lien Status

This section lists the provinces and territories where we searched for or found a security interest registered against the vehicle (lien). If a lien is found, further details will appear at the end of the report.

Province	Lien
British Columbia	No lien found

CARFAX Canada Canadian Lien Guarantee

Our search results accurately reflect the government records of each personal property and security registry in Canada that is searched at the time the search request is made. If for some reason our search report fails to accurately reflect the Canadian enforceable lien status of a vehicle at the time of the search, CARFAX Canada will reimburse the party that purchased the report and relied on it to their detriment to a maximum amount of (1) the value of the car (2) the value of the lien (3) Five Thousand Dollars Canadian ($5,000.00), whichever is lower.

Canadian Registration

This section details where in Canada the vehicle is now or has ever been registered, as well as the status (Inspection Required, Normal, Non-repairable, Rebuilt, Salvage, Stolen) of the vehicle in those jurisdictions.

Jurisdiction	Branding	Detail
Alberta	Not found	
British Columbia	**NORMAL**	**This vehicle has been registered as Normal in this jurisdiction.**
Manitoba	Not found	
New Brunswick	Not found	
Newfoundland	Not found	
Nova Scotia	Not found	
Northwest Territories	Not found	
Nunavut	Not found	
Ontario	Not found	
Prince Edward Island	Not found	
Quebec	Not found	
Saskatchewan	Not found	
Yukon Territories	Not found	

Stolen Vehicle Check

This section outlines data from the Canadian Police Information Centre (CPIC), which is operated by the RCMP under the stewardship of National Police Services, on behalf of the Canadian law enforcement community.

Stolen Vehicle Check

Not declared stolen.

Import Records

If the vehicle has been imported, you will find the details below.

Import Records

No vehicle import records found

United States Vehicle History

In addition to information about the vehicle's history in Canada, CARFAX Canada also searches for information about the vehicle's history in the United States. If we discover any events in the U.S., you will find them below. Details about accidents, collisions and damage, or any import records will appear in the preceding sections of your report.

U.S. History Records

No U.S. history records found

Recalls

Recall # HN30
Recall Date: 1/9/2018
Recall #HN30 Passenger Airbag Inflator

This recall was open as of the date/time that this report was generated. For more information, or to find out if the recall has been closed, please contact HONDA or visit Honda's website.

Service History

These are records of service performed on the vehicle. These are the records reported to CARFAX Canada when this report was run – it is possible that service has occurred that is not captured here.

Date	Address	Data Source	Type of Record	Detail	Odometer
08/19/2013	Vancouver, British Columbia, Canada	Service Facility	Service Record	Vehicle serviced	

ICBC Disclaimer

The information supplied by ICBC is a report of the vehicle's status and the vehicle's claims history. Vehicle status shows whether a vehicle is qualified to be licensed and is used to track:

- vehicles sold by insurance companies as salvage
- salvage vehicles which have been rebuilt, inspected, and relicensed
- wrecked vehicles that have been decommissioned and can only be resold for parts.

The vehicle status may not represent the vehicle accurately for a number of reasons, including a written-off vehicle that hasn't been reported to the B.C. vehicle registry or a vehicle with major damage that was repaired by its owner.
The vehicle claims history is a report of vehicle damage and includes repairs paid by ICBC and outstanding damage estimates. It may be incomplete for various reasons, including the owner did not make a claim to ICBC or ICBC has denied the claim.
In addition, the estimate information may not necessarily reflect the actual cost of repairs, list the area of the vehicle that sustained the greatest force of impact, or indicate the primary area of damage.
Consumers are encouraged to read ICBC's full statement of limitations at http://apps.icbc.com/registration/vchr/Limitation.html.
ICBC recommends the vehicle be inspected by a qualified mechanic to obtain a more complete assessment of the vehicle's condition.

CARFAX Canada One Owner™ Badge

The CARFAX Canada One Owner™ badge that appears in this vehicle history report is based on the registration information reported to CARFAX Canada and available for disclosure as of the date and time that this report was generated. The CARFAX Canada One Owner™ badge is available for personal and commercial CARFAX Canada that have only been registered in the provinces of British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, Nova Scotia, New Brunswick, or PEI. By using this vehicle history report, you acknowledge and agree that there may be ownership events and/or other information that apply to this vehicle that are not reflected in this report.

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Information on Reports

Conditions of Use

This vehicle history report is compiled from multiple data sources. It is not always possible for CARFAX Canada ULC or its source data providers to obtain complete information on any one vehicle. For example, there may be other title brands, registrations, declarations, accident information, service records, recall information, odometer readings or other information where discrepancies that apply to this vehicle are not reflected in this report. CARFAX Canada and its source data providers receive data and information from external sources believed to be reliable, but no responsibility is assumed by CARFAX Canada, its source data providers or its agents for any errors, inaccuracies or omissions. The reports are provided strictly on an as-is where-is basis, and CARFAX Canada and its source data providers further expressly disclaim all warranties, express or implied, including any warranties of timeliness, accuracy, merchantability, merchantable quality or fitness for a particular purpose regarding this report or its contents. Neither CARFAX Canada nor any of its source data providers shall be liable for any losses, expenses or damages in connection with any report or any information contained within a report, including the accuracy thereof or any delay or failure to provide a report or any information. By obtaining, reviewing and/or using this vehicle history report, you agree to be bound by all of the terms and conditions in CARFAX Canada's Conditions of Use and any CARFAX Canada End User License Agreements as each may be amended from time to time by CARFAX Canada.

Please note CARPROOF recently changed its name to CARFAX Canada!

HARMONY Honda

2550 Enterprise Way, Kelowna BC, V1X-7X5
Phone: 250-860–6530 • Fax: 250-860-6562
Toll Free: 1-877-914-6632 • service@harmonyhonda.com
www.harmonyhonda.com • GST: 10144 7027 RT0001

Promised: 04/02/2019 5:30:00 PM
PO
Fleet
Tag#:

REPRINT

Cashiered Date: 04/11/2019 10:08:28 AM

* Service Invoice Internal Copy *

SO #: 319188

Customer No: 1

HARMONY AUTO SALES LTD
2550 ENTERPRISE WAY
KELOWNA, BC V1X 7X5

Home: (250) 860-6500 **Bus:** (250) 860-6500
Cell: **Today:**(250) 860-6500
Email: reception@harmonyhonda.com

Advisor: Quinn Binkley **Invoice Date:** 04/11/2019 **Term:** CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
	105613	105615		U6312

Year	Make	Model	Model No	Colour
2009	HONDA	CIVIC CPE	FG1169J	GREY

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
2HGFG116X9H003089		04/02/2019		

Engine Size 1.8L SOHC 16-valve i-VTEC I4 engine **Fleet#**

	Request/Concern		Type	CSR	Amount
1	SAFETY	USED CAR DEPT			
	SAFETY	USED CAR DEPT	I	51	210.00

QTY	OH					Price	Ext
1	473	F4	15400-PLM-A02	OIL FILTER CARTRI	I	9.77	9.77
1	725	E7	94109-14000	WASHER DRAIN 14MM	I	2.11	2.11
5	-166	BULK	020HO	0W20 SYTH OIL	I	8.40	42.00

Name 1093

Cause: INTERNAL SAFETY

Correction: . **Request Total** **263.88**

2	NORECALL	RECALLS HAVE BEEN CHECKED AND ARE UP TO DATE AT THIS TIME.			
	NORECALL	RECALLS HAVE BEEN CHECKED AND ARE UP TO DATE AT THIS TIME.	I	922	0.00

Name 1093

Cause: CHECK FOR OUTSTANDING RECALLS

Correction: THERE ARE NO OUTSTANDING RECALLS AT THIS TIME **Request Total** **0.00**

3	HI	COMPLIMENTARY HONDA VEHICLE MULTI-POINT INSPECTION			
	HI	COMPLIMENTARY HONDA VEHICLE MULTI-POINT INSPECTION	I	51	0.00

Name 1093

Cause: MULTI POINT INSPECTION

Correction: PERFORMED HONDA FACTORY MULTI-POINT INSPECTION, DETAILS INCLUDED ON PRINT OUT **Request Total** **0.00**

Added Operation

4	09	REPLACE WIPER BLADES			
	09	REPLACE WIPER BLADES	I	922	0.00

I understand that Honda, its affiliates, dealers and service providers collect, use and disclose my personal information for the purposes of (i) completing my purchase, finance or lease transaction; (ii) maintaining my warranty and customer service records; (iii) conducting customer service campaigns; (iv) providing me with marketing information; and (v) for legal and other business purposes. I consent to Honda, its affiliates, dealers and service providers contacting me by telephone or sending commercial electronic messages to me, including email and text messages. I can contact Honda at 1-888-946-6329 or 180 Honda Boulevard, Markham, Ontario, L6C 0H9, and my dealer if I no longer consent of these uses and to update or correct my personal information.

X _____
CUSTOMER SIGNATURE

PARTS AND SERVICE HOURS
MONDAY-FRIDAY
7:30AM-5:30PM
SATURDAY
8:00AM–4:00PM

Book your service at harmonyhonda.com and trust your ride to us.

Thank you - Jeff Hautamaki
Fixed Operations Manager

HARMONY Honda

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Promised: 04/02/2019 5:30:00 PM
PO
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	105613	105615		U6312

Year	Make	Model	Model No	Colour
2009	HONDA	CIVIC CPE	FG1169J	GREY

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
2HGFG116X9H003089		04/02/2019		

Engine Size 1.8L SOHC 16-valve i-VTEC I4 engine **Fleet#**

Request/Concern — **Type** — **CSR** — **Amount**

QTY	OH					Price	Ext
1	1	D14	76630-SVA-A04	WIPER BLADE	I	39.83	39.83
1	3	D13	76620-SVA-A03	WIPER BLADE	I	60.67	60.67

Name 1093

Cause: .
Correction: .

Request Total 100.50

Added Operation

5	09	EPAIR OIL LEAK ON CHAIN TENSIONER COVER			
	09	EPAIR OIL LEAK ON CHAIN TENSIONER COVER	I	922	168.00

QTY	OH					Price	Ext
1	1	E4	06816-118-572CH	ULTRA FLANGE SEAL	I	16.62	16.62

Name 1093

Cause: .
Correction: .

Request Total 184.62

Added Operation

7	GEN	GENERAL MECHANICAL REPLACE RF SHOCK			
	GEN	GENERAL MECHANICAL REPLACE RF SHOCK	I	951	210.00

QTY	OH					Price	Ext
1	0	SP-OR	51601-SVA-A07	DAMPER ASSY R FR	I	589.92	589.92

Name 1093

Cause: .
Correction: .

Request Total 799.92

Added Operation

8	MPI-HONDA	Honda Canada Multi-Point Vehicle Inspection Checklist

I understand that Honda, its affiliates, dealers and service providers collect, use and disclose my personal information for the purposes of (i) completing my purchase, finance or lease transaction; (ii) maintaining my warranty and customer service records; (iii) conducting customer service campaigns; (iv) providing me with marketing information; and (v) for legal and other business purposes. I consent to Honda, its affiliates, dealers and service providers contacting me by telephone or sending commercial electronic messages to me, including email and text messages. I can contact Honda at 1-888-946-6329 or 180 Honda Boulevard, Markham, Ontario, L6C 0H9, and my dealer if I no longer consent of these uses and to update or correct my personal information.

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Engine Size 1.8L SOHC 16-valve i-VTEC I4 engine **Fleet#**

Request/Concern		Type	CSR	Amount
HI	COMPLIMENTARY HONDA VEHICLE MULTI-POINT INSPECTION	I	51	0.00

Name 1093

Cause: MULTI POINT INSPECTION

Correction: PERFORMED HONDA FACTORY MULTI-POINT INSPECTION, DETAILS INCLUDED ON PRINT OUT

Request Total 0.00

	LABOUR SALE	PARTS SALE	OIL/GAS	MISC.	SUPPLIES	SUBLET /TOW	ENV FEE	WARR DEDUCTIBLE	GST	PST	TOTAL
C	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
W	91.20	139.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	230.25
I	588.00	760.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,348.92
TOTALS	679.20	899.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,579.17

INTERNAL DETAILS

Account	Description	Type	Control #	Amount	Comments
138	USED VEHICLE INVENTORY	U	U6312	1,348.92	U6312 - 2009 HONDA CIVIC CPE LX

I understand that Honda, its affiliates, dealers and service providers collect, use and disclose my personal information for the purposes of (i) completing my purchase, finance or lease transaction; (ii) maintaining my warranty and customer service records; (iii) conducting customer service campaigns; (iv) providing me with marketing information; and (v) for legal and other business purposes. I consent to Honda, its affiliates, dealers and service providers contacting me by telephone or sending commercial electronic messages to me, including email and text messages. I can contact Honda at 1-888-946-6329 or 180 Honda Boulevard, Markham, Ontario, L6C 0H9, and my dealer if I no longer consent of these uses and to update or correct my personal information.

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Fixed Operations Manager

Honda Multi-Point Vehicle Inspection Checklist

HONDA GENUINE PARTS & SERVICE

BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE.

R/O Number: 319188

Customer Name: HARMONY AUTO SALES LTD

Odometer: ~~105613~~

Next Service Due: A [X] B [ ]

Advisor: Quinn Binkley

Technician: Karlin Gamache

Satisfactory | May Require Further Attention | Requires Immediate Attention

Interior/Exterior			
Headlights (check high and low beams)	X		
Taillights	X		
Turn signals	X		
Brake lights	X		
Hazard warning lights	X		
Interior light	X		
Windshield washer spray, wiper operation and wiper blades	X		
Windshield condition	X		
Parking brake	X		
Horn operation	X		
Clutch operation (if applicable)			

Battery Performance (see printout)		Date of Manufacture
Good	X	
Replace		mm/dd/yyyy

Under Hood			
Engine oil level	X		
Coolant level	X		
Power steering fluid level	X		
Brake fluid level	X		
Windshield washer fluid level	X		
Transmission fluid level	X		
External drive belts and radiator hoses	X		
Air/Cabin/Dust & Pollen Filter	X		
Under Vehicle			
Brake lines/Hoses/Parking brake cable	X		
Hydraulic clutch reservoir fluid (M/T vehicles)			
Shock absorbers/Struts/Suspension	X		
Exhaust system	X		
Engine oil and/or fluid leaks	X		
Drive shaft/Constant velocity boots and bands	X		
Steering Gearbox Components	X		

Genuine Floor Mats		
Genuine floor mats installed	X	
Anchored properly and only 1 mat at driver's position	X	

*NOTE: Brake fluid NOT filled - fluid level indicates pad wear

Tire Condition — 6/32 or more | 4/32 to 5/32 | 3/32 or less

Left Front		Right Front
Wear pattern		Wear pattern
Tire tread 70 32nds		Tire tread 70 32nds
Left Rear		**Right Rear**
Wear pattern		Wear pattern
Tire tread 70 32nds		Tire tread 70 32nds
Spare		
Wear pattern	Front tire inflation set to 32 psi	
Tire tread ____ 32nds	Rear tire inflation set to 32 psi	

Rotation/Alignment/Replacement suggested? Yes [ ] No [X]

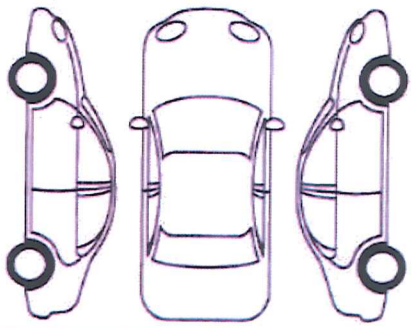
Seasonal tire changeover suggested? Yes [ ] No [X]

Brake Inspection Not Performed At This Service [ ]

Brake Condition — 5 mm or more | 3 - 4 mm | 2 mm or less

Left Front		Right Front
____ mm 80 %		____ mm 80 %
Left Rear		**Right Rear**
____ mm 70 %		____ mm 70 %

Please Indicate Areas of External Damage or Wear



Maintenance Indicator Light Reset YES [X]

Any Outstanding Recalls / PUD YES [ ] NO [X]

Comments

Lowest Price Guarantee on Tires* | Lifetime Brake Pad Guarantee* | Lowest Price Guarantee on 0W-20 Oil Changes*

* Some conditions and restrictions apply. Ask your Honda Service Advisor for complete details.