



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 10061

Date Received

2004 APR -8 PM 12:35
08-MAR-2004

Repository ☐

Reference No.

10061660

OWNER INFORMATION (Type or Print)

Name

Address

City

OMAHA

State

NE

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2HKYF18653H013769

Make

HONDA

Model

PILOT

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Williamson Honda 402-437-1216

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Lincoln

State

NE

Zip Code

68164

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Aug 27 2004

Failure Mileage

136

Failure Speed

AIR BAG

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER RECEIVED A LETTER FROM THE MANUFACTURER ABOUT A SAFETY IMPROVEMENT CAMPAIGN FOR THE FRONT AIR BAGS. CONSUMER TOOK THE VEHICLE TO THE DEALER, WHO MADE THE NECESSARY REPAIRS. AT A LATER DATE, VEHICLE WAS TAKEN TO ANOTHER DEALER FOR ANOTHER PROBLEM. WHILE THE MECHANIC WAS INSPECTING THE VEHICLE, FRONT AIR BAGS WERE CHECKED, AND MECHANIC MADE THE NECESSARY REPAIRS ACCORDING TO THE SAFETY CAMPAIGN BECAUSE IT LOOKED LIKE THE AIR BAGS HAD NOT BEEN REPAIRED. CONSUMERS WAS CONCERNED THAT REPAIRS WERE DONE TWICE, BUT PROBLEM COULD RECUR. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SUV was sold by dealer, and re-call was issued. We took SUV to dealership in Omaha (Superior Honda) for air bag repairs and later found out the adjustment never held. The car was serviced again and the air bag re-call adjustment was done at Bellevue Honda. We are concerned why the air bag doesn't stay adjusted.

ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

18 Seventh St., S.W.
Washington, D.C. 20590

Business
or Private Use \$300

BUS

FIRST

AT M.

MAIL

WASHINGTON, D.C.

U.S. POSTAGE PAID BY PERMIT NO. 1000 WASHINGTON, D.C.

Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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