



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Defects Hotline
To Report a Safety Defect
1-888-DASH-2-STOP
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received: 04-AUG-2004 2004
Repository:
Reference No.: 10087162

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: VANALIA State: OH Zip Code: [Redacted]
Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

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: 8/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2HKYF184X3H [Redacted]
Make: HONDA Model: PILOT Model Year: 2003
Date Purchased: 1-17-03 Dealer's Name and Telephone Number: Voss Honda 937-667-4441
Original Owner: Dealer's City: Tipp City State: OH Zip Code: 45371 Engine: 6 No. Cylinders: 6 Fuel Type: gas
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: [Redacted]
Vehicle Component Code: 182500 STRUCTURE:BODY:TAILGATE
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-JUN-2004 Failure Mileage: 15,000 Failure: N/A
Rear Tailgate Spoiler

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: N/A 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).

WHEN OPENING THE TAILGATE CONSUMER NOTICED THAT TAILGATE HIT THE REAR WINDOW AND THE ROOF. CONSUMER NOTIFIED THE DEALER ABOUT THIS ISSUE. *AK

See attached sheet

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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.

Name:

Address:

Vandalia, OH

Vehicle: 2003 Honda Pilot

Reference Number: 10087162

NARRATIVE DESCRIPTION:

Problem: Sunlight causes heat-swelling of plastic tailgate spoiler. When tailgate is opened, spoiler strikes roof resulting in cracked spoiler, damage to roof, and, in some cases, broken rear window glass.

Repair: Removing roof rack, repairing dent in roof, repainting entire roof panel, installing another spoiler (the spoiler is installed at a misaligned angle so that when it swells again it will supposedly not strike roof), and rear glass is replaced if needed.

CORRECT REPAIR SHOULD BE TO REDESIGN SPOILER, THEN INSTALL IT AT CORRECT ANGLE.

Note 1: Rear hatch is inoperable until repair is completed. It took a month of waiting until a replacement spoiler arrived and repair was scheduled.

Note 2: Dealer sublet repair to local body shop. Body shop stated that there was a lifetime (for as long as you own the vehicle) warranty on repair and showed me a written warranty that they provide to their customers. When paintwork was complete, I asked for written warranty and body shop refused to provide one because they said the work was done through a Dealer. I complained to Dealer and Dealer did not provide lifetime warranty, but insisted Honda would stand behind work.

Note 3: Research of the NHTSA website found at least five Honda technical service bulletins regarding this problem.