



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 100148

Date Received

Repository ☐

22-FEB-2006

Reference No.
10150888

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City VIRGINIA BEACH State VA Zip Code [REDACTED]

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?
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2/9/06 ☒ YES ☐ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
21 KYF18443H520885 Make HONDA Model PILOT Model Year 2003

Date Purchased
01-SEP-03

Dealer's Name and Telephone Number
CHECKERED FLAG HONDA

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
NORFOLK

State
VA Zip Code
23502

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
161000 STRUCTURE:FRAME AND MEMBERS
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
22-FEB-2006 Failure Mileage
51000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
DOT No. (Example: DOTM189ABC036) ☐ 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).

DT*: THE CONTACT STATED THE WELDS ON THE FIREWALL BROKE THREE TIMES. THIS CAUSED WATER TO LEAK ONTO THE FLOOR; DRIVER AND PASSENGER SIDE, FRONT AND BACK. THE DEALERSHIP WELDED THE FIREWALL TWICE, BUT THERE HAVE BEEN NO REPAIRS THIS FINAL TIME.

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.

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

Please help us + other Pilot owners. The only way
to detect problem is with bare feet after rain. Fire seal
welds broken - not in place - FRAME PROBLEM - Why broke
3 times?? There are most likely other losing souls
out there but with out test drivers will never
know. Only after very hard rains do you feel/hear
it in your feet. HONDA NEEDS TO ADDRESS THIS
We are also very concerned about mold + mildew growth in
doors. If they cant fix it, what do we do? is car safe to drive?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**

DRAFT

3 5 6 8 7 4

INVOICE

CHECKERED FLAG HONDA

6541 Virginia Beach Blvd.
Norfolk, VA 23502

Phone (757) 490-1111

MATTHEW J BREHL
2601 S KINGS RD
VIRGINIA BEACH, VA 23452-7718
HOME: 757-306-4968 BUS: 757-486-2400

PAGE 1

"Where Winners Buy"

SERVICE ADVISOR: 1807 David Brown

SILVER	03	HONDA PILOT	2HKYF18443H520885	ADM7440	32875/32875	T861
--------	----	-------------	-------------------	---------	-------------	------

19

16:00 03FEB05

CASH

04FEB05

STK:H4116 DLR:206735 ENG:3.5 LITER
TRN:AUTO 1) RC#66241

07:44 03FEB05 13:48 04FEB05

LINE	OPCODE	TECH	TYPE	HOURS
1	000000	0000	0000	0000
2	000000	0000	0000	0000
3	000000	0000	0000	0000
4	000000	0000	0000	0000
5	000000	0000	0000	0000
6	000000	0000	0000	0000
7	000000	0000	0000	0000
8	000000	0000	0000	0000
9	000000	0000	0000	0000
10	000000	0000	0000	0000
11	000000	0000	0000	0000
12	000000	0000	0000	0000
13	000000	0000	0000	0000
14	000000	0000	0000	0000
15	000000	0000	0000	0000
16	000000	0000	0000	0000
17	000000	0000	0000	0000
18	000000	0000	0000	0000
19	000000	0000	0000	0000
20	000000	0000	0000	0000
21	000000	0000	0000	0000
22	000000	0000	0000	0000
23	000000	0000	0000	0000
24	000000	0000	0000	0000
25	000000	0000	0000	0000
26	000000	0000	0000	0000
27	000000	0000	0000	0000
28	000000	0000	0000	0000
29	000000	0000	0000	0000
30	000000	0000	0000	0000
31	000000	0000	0000	0000
32	000000	0000	0000	0000
33	000000	0000	0000	0000
34	000000	0000	0000	0000
35	000000	0000	0000	0000
36	000000	0000	0000	0000
37	000000	0000	0000	0000
38	000000	0000	0000	0000
39	000000	0000	0000	0000
40	000000	0000	0000	0000
41	000000	0000	0000	0000
42	000000	0000	0000	0000
43	000000	0000	0000	0000
44	000000	0000	0000	0000
45	000000	0000	0000	0000
46	000000	0000	0000	0000
47	000000	0000	0000	0000
48	000000	0000	0000	0000
49	000000	0000	0000	0000
50	000000	0000	0000	0000
51	000000	0000	0000	0000
52	000000	0000	0000	0000
53	000000	0000	0000	0000
54	000000	0000	0000	0000
55	000000	0000	0000	0000
56	000000	0000	0000	0000
57	000000	0000	0000	0000
58	000000	0000	0000	0000
59	000000	0000	0000	0000
60	000000	0000	0000	0000
61	000000	0000	0000	0000
62	000000	0000	0000	0000
63	000000	0000	0000	0000
64	000000	0000	0000	0000
65	000000	0000	0000	0000
66	000000	0000	0000	0000
67	000000	0000	0000	0000
68	000000	0000	0000	0000
69	000000	0000	0000	0000
70	000000	0000	0000	0000
71	000000	0000	0000	0000

LIST

NOTE

TOTAL

ADVISE

822096 SUBLET FOR WATER LEAK REPAIR

11-2-80 10:00 AM - 11:00 AM

WTH

(N/C)

CLAIM TYPE: 09999

00-000000-11-1815

INSPECTED FOR WATER LEAK, FOUND BOTH ROOFING & RE SEALING & REPAIR STAINED. FOUND FIRE WALL SEAM LEAKING, RESEALED AS NECESSARY, WATER STOPPED ON INSIDE & INSIDE WALL DRYED. ROOFING STAINING WASH & DRY STRIP, REMOVE & RESEAL HATCH WEATHERSTRIP, WASH & DRY PADDING.

B** VEH. AT WALT'S WATER WORKS.

1313 R.Beasley LIC#: D060938

SUBL NALTS PO 136657

FC:

Thank You for choosing Checkered Flag Honda.

For Service Appointments call : 757-687-3452

Visit our Web Site : www.checkedflag.com

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLOSURE:

The factory warranty constitutes all of the warranties with respect to the sale of this instrument. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller rather, seems not authorize any other person to assume for it any liability in connection with the sale of this instrument.

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**

(8)(9)(MED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

QUESTIONS

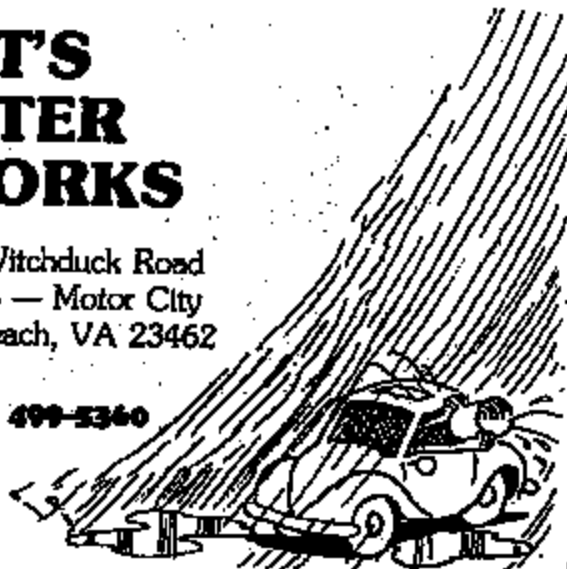
CUSTOMER COPY

We Work Hard At "CUSTOMER SATISFACTION" To Increase Your CSI

WALT'S WATER WORKS

376 N. Witchduck Road
Suite 108 — Motor City
Virginia Beach, VA 23462

(757) 499-5360



431 4350

HALL HONDA		Service Writer	JUSTIN
RO	316071	PO	831038
Date of Call	4-11-05	Date of Repair	4-12-05
Name	RO# 316071		
Address	PO# 831038		
Home Phone		Work Phone	
Year/Make	03 HONDA PILOT		
Lic.	ADM-7440	MI	34502
Ser.	2H4YF18443H520888		

WARR. NO	DESCRIPTION OF WORK	LABOR HRS.	AMOUNT
	PASS FRONT CARPET AREA WET		
	CHECK AND ADVISE.		
	CHECK OUT FOUND BOTH		
	FRONT FLOORS WET.		
	RED. INTERIOR TRIM		
	& SEATS AS NEEDED.		
	TAKE UP CARPET, REMOVE		
	WET PROOFING & DRY OUT		
	VEHICLE.		
	WATER TEST, FOUND		
	LEAKING FROM DRIVER SIDE		
	WETTING BOTH FRONT FLOORS.		
	REMOVE ACCESSORIES AS NECESSARY		
	CLEAN & RESEAL UNIBODY SEAM.		
	WATER TEST. OK		
	ASSEMBLE INTERIOR DRY		
COMMENTS: Give this paper to customer!		SUB TOTAL	
		PARTS	
		MATERIALS	
		TOTAL	

GUARANTEE: ALL SEALING WORK IS GUARANTEED FOR 12 MONTHS UNCONDITIONALLY

CUSTOMER SIGNATURE _____

"CUSTOMER SATISFACTION" IS NUMBER "1"

WALT'S WATER WORKS

376 N. Witchduck Road
Suite 108 - Motor City
Virginia Beach, VA 23462

(757) 499-5367



ACUOH

HONDA 68503452

CHECKERSO FLAG	Service Writer	DAVID
NO 356874	PO	136657
Date of Call 2-3-05	Date of Repair	2-8-05
Name	MATTHEW BREIL	
Address		
Home Phone	306 4968	Work Phone
Year/Make	03 HONDA PILOT	
License	ME 32875	
SSN	4869537	

WATER NO	DESCRIPTION OF WORK	LABOR HRS.	AMOUNT
	PASS FRONT FLOOR WET AFTER PARKED IN RAIN		
	CHECK OUT. FOUND BOTH FRONT FLOORS SOAKED & RED STAINING CARPET		
	ROAD CRACK		
	TRIM & WET PROOFING AS NEEDED		
	DRY OUT VEHICLE.		
	TRACE RED STAIN TO CARGO AREA:		
	FOUND ROAD FLAKES WET FROM LEAKING HATCH WATERPROOF		
	REPAIR & RESEAL W/STRIP		
	WASH & DRY. PADDING TO RECYCLE		
	WATER TEST:		
	FOUND FIREWALL SEAM LEAKING		
	DRY CLEAN TEST & RESEAL AS NECESSARY		
	WATER TEST - OK		
	ASSEMBLE INTERIOR DRY.		
COMMENTS:		SUB TOTAL	410
		PARTS	
		MATERIALS	55
		TOTAL	465

4869537

GUARANTEE: ALL SEALING WORK IS GUARANTEED FOR 12 MONTHS UNCONDITIONALLY

CUSTOMER SIGNATURE

"CUSTOMER SATISFACTION" IS NUMBER "1"