



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

13 MAY 13 7:41

01-MAY-2007

Repository ☐

Reference No.
10189410

OWNER INFORMATION (Type or Print)

Name

Address

City

LOS ANGELES

State CA

Zip Code

Number

Email Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an answer, we will use your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/9/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
ZHKYF18543

Make

HONDA

Model

PILOT

Model Year

2004

Date Purchased

1/09/05

Dealer's Name and Telephone Number

Street Smartz auto sales corp

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

Garden Grove

State

CA

Zip Code

92640

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-APR-2005

Failure Mileage

76000

Failure Speed

50 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

NA

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMA19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

NA

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(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

its parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2004 HONDA PILOT. THE VEHICLE WAS INVOLVED IN RECALL #04176000 CONCERNING THE POWER TRAIN: AUTOMATIC TRANSMISSION. THE COOLING HOSE WAS REPLACED. THE FAILURE MILEAGE WAS 76,000. THE VEHICLE BEGAN HAVING DIFFICULTY SHIFTING GEARS. THE FAILURE MILEAGE WAS 90,000. THE VEHICLE WOULD ONLY SHIFT INTO NEUTRAL OR DRIVE. THE DEALER DIAGNOSED THE VEHICLE AS NEEDING A NEW TRANSMISSION. THE DEALER STATED THEY WERE NOT LIABLE AS IT WAS UNCLEAR IF THE FAILURE WAS DUE TO THE PREVIOUS RECALL. THE DEALER WAS WILLING TO APPLY THE PART FOR FREE BUT WILL CHARGE FOR LABOR. THE PURCHASE DATE AND ENGINE SIZE WERE NOT AVAILABLE. THE CURRENT MILEAGE WAS 94000. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Office of Defects Investigation

Re Honda Pilot Vin: 2HKYF18543 [REDACTED]

Owners [REDACTED]

Around Apr 15 2004, we were notified by Honda that was a recall in effect for our Honda Pilot.

We made an appointment and took the car in to have it inspected.

They must of installed a automatic oil jet kit at this time. And told us that parts are not in for something else and they would give us a call about it when the parts came in.

We never received the call.

In April 2007 we started having problems with our transmission. We took it to our mechanic. Our mechanic had a certified Automatic specialist inspect the Transmission. Who informed us that the transmission would have to be replaced. The Specialist stated that he had experienced a lot of problems with this particular model.

"The transmissions in earlier models of the same make would generally last 250-300 thousand miles. Not 90,000. It was defective."

He could fix it for us but suggested that we take it to Honda as there was a recall out on this particular issue.

I contacted Honda, and informed them of the problem.

They concluded that the recall work was done according to the specifications. LE install a automatic transmission oil jet kit.

I researched this and found that this was true for vehicles having less then 15,000 miles.

For vehicles having more then 15,000 k miles, the procedure was that they were first to inspect the transmission and take 5 clear photos of 2nd gear through the countershaft speed sensor hole. And keep the photos indefinitely.

And when the inspection and work was finished a punch mark was to be made above the 11th character of the engine compartment VIN.

This was not done. This inspection did not take place.

No photos were taken.

Just the kit was installed.

In Honda's Service Bulletin states that for Vehicles with more then 15,000 miles. The inspection with photos should be done. In our case we had over 70,000 miles.

I informed Honda of the fact that the inspection was not done and only the "kit" was installed. Furthermore the problems duplicate that which the recall was to prevent.

Honda responded that there was no way to know that my transmission problems are linked to the recall. And, that they are, in no way responsible, and can do nothing.

Strange: because Honda then agreed, if we let them do the work, They would supply free parts. But charge us labor.

This option was less costly to us, then having it done in another shop. And having only one vehicle in our family at the time, and being unable to drive any distance. We felt obliged to go along, or go with out.

So we ended up paying \$740.00 for labor to fix our defective transmission.



Recall Date:
04/15/2004

Summary:

ON SOME MINI VANS, SPORT UTILITY AND PASSENGER VEHICLES, CERTAIN OPERATING CONDITIONS CAN RESULT IN HEAT BUILD-UP BETWEEN THE COUNTERSHAFT AND SECONDARY SHAFT SECOND GEARS IN THE AUTOMATIC TRANSMISSION, EVENTUALLY LEADING TO GEAR TOOTH CHIPPING OR GEAR BREAKAGE.

Consequence:

GEAR FAILURE COULD RESULT IN TRANSMISSION LOCKUP, WHICH COULD RESULT IN A CRASH.

Remedy:

ON VEHICLES WITH 15,000 MILES OR LESS, THE DEALER WILL UPDATE THE TRANSMISSION WITH A SIMPLE REVISION TO THE OIL COOLER RETURN LINE TO INCREASE LUBRICATION TO THE SECOND GEAR. ON VEHICLES WITH MORE THAN 15,000 MILES, THE DEALER WILL INSPECT THE TRANSMISSION TO IDENTIFY GEARS THAT HAVE ALREADY EXPERIENCED DISCOLORATION DUE TO OVERHEATING. IF DISCOLORATION EXISTS, THE TRANSMISSION WILL BE REPLACED IF DISCOLORATION IS NOT PRESENT, THE DEALER WILL PERFORM THE REVISION TO THE OIL COOLER RETURN LINE. THE RECALL BEGAN ON APRIL 21, 2004, FOR PILOT, ODYSSEY, AND MDX OWNERS. OWNERS OF THE ACCORD VEHICLES WILL START RECEIVING LETTERS ON JUNE 28, 2004, AND ON JUNE 29, 2004, FOR OWNERS OF THE TL AND CL VEHICLES. OWNERS SHOULD CONTACT HONDA AT 1-800-999-1009 OR ACURA AT 1-800-382-2238.

Potential Units Affected:
1099796

Notes:

Honda Pilot P30/P31

HONDA Service Bulletin

04-021



Applies To: *See VEHICLES AFFECTED

April 8, 2005

Safety Recall: Automatic Transmission 2nd Gear Inspection

(Supersedes 04-021, Safety Recall: Automatic Transmission Second Gear Inspection, dated November 16, 2004)

BACKGROUND

Certain operating conditions can result in heat buildup between the countershaft and secondary shaft 2nd gears in the A/T. Without enough oil flow to dissipate heat, prolonged operation under these conditions can eventually result in decreased material strength. In higher mileage vehicles, this can result in gear tooth chipping or, in very rare cases, gear breakage.

In most cases, A/T noise will indicate a problem, however it is possible for the A/T to become locked without warning. A locked A/T could result in a crash.

VEHICLES AFFECTED

2002-03 Odyssey: ALL

2004 Odyssey: From VIN 5FNRL18.4B000001 thru 5FNRL18.4B051620

2003 Pilot: ALL

2004 Pilot: From VIN 2HKYF18.4H500001 thru 2HKYF18.4H548877

CUSTOMER NOTIFICATION

All owners of affected vehicles will be sent a notification of this recall. There is a customer letter example at the end of this bulletin.

Not all vehicles within the VIN ranges are affected by this recall. Before starting work on a vehicle, make sure it is eligible by checking for one or more of these items:

- The customer has a notification letter.
- The vehicle is listed on your campaign responsibility report.
- The vehicle is noted as eligible when you do a VIN status inquiry on the Interactive network (IN).

Besides checking these items, also check for a punch mark above the 11th character of the engine compartment VIN. A punch mark there means the A/T has already been inspected and repaired.

Some vehicles affected by this recall may be in your new or used vehicle inventory. According to federal law, these vehicles cannot be sold or leased until they are repaired. Before selling a vehicle, do a VIN status inquiry to check if it is affected by this recall.

CORRECTIVE ACTION

Do a VIN status inquiry on the IN. If there is a C to the right of S/E: 04-021 on the VIN STATUS INQUIRY screen, return the vehicle to your client. The vehicle has an updated, remanufactured A/T from a previous repair. These A/Ts have been internally modified to provide sufficient lubrication for 2nd gear. From the outside, they look the same as other remanufactured A/Ts. Doing a VIN status inquiry is the only way to tell if the A/T has this modification. If there is no C shown, do this corrective action based on the vehicle's mileage:

Vehicles with 15,000 miles or less:

Install an A/T Oil Jet Kit.

No photos done

- Use the digital camera and camera mount in the A/T Gear Inspection Kit to take five clear photos of 2nd gear through the countershaft speed sensor hole.
- Load your photos onto an IN workstation, then view them on the workstation monitor.
- Compare the gear color in the photos with the gear colors in the Automatic Transmission Gear Inspection Guide packaged with the camera.
- If you decide that the gear color in your photos matches condition level #1 in the Inspection guide, then install an A/T Oil Jet Kit.
- If you decide that the gear color in your photos matches any condition level other than #1 in the inspection guide, then submit a completed A/T order form, with your digital photos attached, to the RPO Tech Line. They will either cancel your order and direct you to install an A/T Oil Jet Kit, or will process your order so you can install a remanufactured A/T.
- If you order a remanufactured A/T for a '02-03 Odyssey or a '04 Odyssey from VIN 5FNRL1...4B000001 thru 5FNRL1...4B024866, you may also get an updated PCM (shipped separately). Make sure you complete the repair by installing the updated PCM and the remanufactured A/T at the same time.

Not done.