



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

DOT Auto Safety Hotline

SEP 15

2009 AGENCY USE ONLY 100148

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

07-AUG-2009

Repository ☐Reference No.
10279730**OWNER INFORMATION (Type or Print)**

Name

Address

City CANON LAKE

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

2HKYF18644H

Make

HONDA

Model

PILOT

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Rock Honda

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Fontana

State

CA

Zip Code

92334

6

gas

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-JUL-2009

automatic

☒ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

106000

Failure Speed

0

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2004 HONDA PILOT. THE CONTACT STATED THAT THE VEHICLE MADE A CLUNKING SOUND AND WAS TOWED TO THE DEALER. THE DEALER EXAMINED THE VEHICLE AND STATED THAT THE TRANSMISSION LOCKED UP. THROUGH ONLINE RESEARCH, THE CONTACT DISCOVERED A RECALL; HOWEVER, HER VIN WAS EXCLUDED. SHE STATED THAT THIS WAS A SAFETY HAZARD AND THE VEHICLE SHOULD BE INCLUDED IN THE RECALL. THE NHTSA CAMPAIGN ID NUMBER WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 106,000.

#04V176000

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.

8/8/2009

Honda Corporation

Case # N012009-07-2801484

Contact information-

[REDACTED]

Canyon Lake, CA [REDACTED]

[REDACTED]

I am requesting a refund of (\$1508.34) for service paid for a replacement transmission on my 2004 Honda Pilot. When I had my car towed to the Honda Cars of Corona, I asked about any recalls on these transmissions and was told that there was no recalls on any transmissions by Mark Seder, a service representative. I was insistent in asking about any recalls and he assured me that there were no recalls. Since I have been a customer of the Corona dealership for 20 years and this is my third new Honda, we agreed to a settlement of each of us paying 50% this was based on my car transmission failure as uncommon occurrence. After visiting the NHTSA website and speaking to a representative on 8/7/09, I now know that there indeed was a recall for my make and year but that my VIN number was not included in the recall. The recall #04V176000 covered 2004 Honda Pilots but my VIN number was excluded. I was misled and am very upset by the lack of information given to me. My car was towed to the dealership after an awful clunking started when I put the vehicle in gear. I was told by Mark Seder that when the mechanic tried to drive the car into service, it locked up! This is what happened to the cars that were being recalled and luckily I had the car towed or it may have locked up while I was driving. Please consider my request for a refund for the cost of this repair.

Thank you,

[REDACTED]

Refund denied

Corona

• CORONA, CA 92882

DE (951) 687-2217 • ORANGE CO. (714) 532-6385

HONDA

BAR # ARD230232

EPA # CAL000274654

1000 MILES - WHICHEVER OCCURS FIRST.
TO US FOR ADJUSTMENT.
OR CUSTOMER SUPPLIED PARTS.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS
PART OF A REPAIR ORDER. THIS REPAIR ORDER CON-
TINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE
ORIGINAL REPAIR ORDER.

ADVISOR MARK SEDER		TAG NO. 3856	INVOICE DATE 07/29/09	INVOICE NO. HOC365596
LABOR RATE	LICENSE NO.	MILEAGE 106,600	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 04/HONDA/PILOT/5DR 3.5 EX-L DVD A/T			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 2 H K Y F 1 8 6 4 4 H			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 07/27/09	REPRINT# 1
COMMENTS				MO: 106603

LABOR & PARTS

JOB # 1 24H0Z TRANSMISSION-GEN TECH(S):3975 WARRANTY
CAR IS MAKING A NOISE WHEN TRANSMISSION IS ENGAGED
INTERNAL TRANSMISSION FAILURE
REPLACED TRANSMISSION ASSEMBLY WITH FACTORY REMAN UNIT
HONDA TO PAY 50% CUSTOMER TO PAY \$1508.34 BILL HONDA
FOR BALANCE GOOD WILL PER TIM CRAIN #14185

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	200CP-PVG-A04RM	CUST PAY 8606121		
JOB # 1	-1	200CP-PVG-A04RM	CORE RETURN		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 02H0Z-T.BELT REPL TIMING BELT TECH(S):3975 360.49
TIMING BELT COUPON
MAINTENANCE
REPLACED TIMING BELT AS PER SPECIAL
REPLACED TIMING BELT TENSIONER AND DRIVE BELTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	14400-P8A-A02	BELT, TIM 5991641	43.23	43.23
JOB # 2	1	38920-P8F-A02	BELT, COM 5963350	32.79	32.79
JOB # 2	1	56992-P8A-A01	BELT, P.S 5180120	23.49	23.49
JOB # 2	1	14520-P8E-A01	ADJUSTER, 6274229	119.28	119.28
JOB # 2 TOTAL PARTS				218.79	
JOB # 2 TOTAL LABOR & PARTS				579.28	

G.O.G. & SUPPLIES

JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	6.0	ATF-HONDA Z-1	@ /UNIT	
TOTAL - GOG				0.00	

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	HW	HAZARDOUS WASTE DISPOSAL FEE		0.99
TOTAL - MISC				0.99

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$4000.00 (+TAX)

COMMENTS
TOWED IN

RECOMMENDATIONS
CUSTOMER TO PAY \$2107.48 HONDA TO PICK UP BALANCE

HONDA Cars of Corona

1080 POMONA ROAD • CORONA, CA 92882

PHONE (909) 734-8400 • RIVERSIDE (909) 887-2217 • ORANGE CO. (714) 532-6385

OUR LABOR IS WARRANTED FOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.
WARRANTY VALID ONLY IF RETURNED TO US FOR ADJUSTMENT.
NO LABOR WARRANTY ON MISUSE, ABUSE OR CUSTOMER SUPPLIED PARTS.

HOWS365596



HONDA

BAR #

EPA # CALIFORNIA

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND PARTS. IT IS NOT A CONTRACT.
ORDER. THIS REPAIR ORDER CANNOT BE USED FOR ANY OTHER PURPOSE.
CONDITIONS OF THE ORIGINAL REPAIR ORDER.

HOWS365596



01011HOWS365596

CUSTOMER NO. 100419	ADVISOR MARK SEDER	TAG NO. 3856 5682	INVOICE DATE 07/29/09
CANYON LAKE, CA	LABOR RATE	LICENSE NO.	COLOR WHITE/
	YEAR / MAKE / MODEL 04/HONDA/PILOT/5DR 3.5 EX-L DVD A/T	MILEAGE 106,600	DELIVERY DATE
	VEHICLE I.D. NO. 2 H K Y F 1 8 6 4 4 H	SELLING DEALER NO.	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/27/09
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

NO: 106603

LABOR & PARTS
J# 1 24HOZ TRANSMISSION-GEN HOURS: 7.20 TECH(S):3975 756.00
CAR IS MAKING A NOISE WHEN TRANSMISSION IS ENGAGED
INTERNAL TRANSMISSION FAILURE

REPLACED TRANSMISSION ASSEMBLY WITH FACTORY REMAN UNIT
HONDA TO PAY 50% CUSTOMER TO PAY \$1508.34 BILL HONDA
FOR BALANCE GOOD WILL PER TIM CRAIN #14185

CLAIM # 365596

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		200CP-PVG-A04RM	CUST PAY 8606121	3076.84	3076.84	3707.58
JOB # 1	-1		200CP-PVG-A04RM	CORE RETURN	1500.00	-1500.00	-1500.00
JOB # 1 COST TOTAL					1576.84		
JOB # 1 TOTAL PARTS							2207.58
JOB # 1 TOTAL LABOR & PARTS							2963.58

G.O.G. & SUPPLIES

JOB # 1	6.0	ATF-HONDA Z-1	@	8.850	/UNIT		
TOTAL - GOG							53.10
							53.10

COMMENTS
TOWED IN

RECOMMENDATIONS

CUSTOMER TO PAY \$2107.48 HONDA TO PICK UP BALANCE

R/O TAX 0.00
R/O TOTALS 3016.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
365596	756.00	2207.58	0.00	0.00	53.10	0.00	0.00	3016.68
CLAIM TOTALS	756.00	2207.58	0.00	0.00	53.10	0.00	0.00	3016.68

APPROVED BY SIGNATURE