



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  
INFORMATION REQUESTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (5 U.S.C. 552 (B)(6))

Date Received  
10-AUG-2010

Repository   
Reference No.  
10348429

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City SHILLINGTON State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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  
2HKYF18624H [REDACTED] Make HONDA Model PILOT Model Year 2004

Date Purchased 21 Mar 2007 Dealer's Name and Telephone Number PIAZZA Honda of Reading 610-777-0100 Engine: No: Cylinders 6 Fuel Type: 87 Octane  
Original Owner  Dealer's City Reading, Pa. State Pa. Zip Code 19607

Transmission Type Automatic  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 06-AUG-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116000 ELECTRICAL SYSTEM: IGNITION Failure Mileage ~~108,000~~ 110,500 Failure Speed

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).)

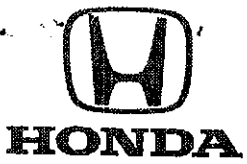
Crash  Yes  No Fire  Yes  No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

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 AFTER THE VEHICLE WAS PARKED AND SHE RETURNED TO THE VEHICLE THE VEHICLE HAD DRIFTED AWAY FROM THE PARKING SPACE SHE WAS IN. THE VEHICLE ROLLED BACKWARDS AND CRASHED INTO TWO OTHER VEHICLES. THE CONTACT STATED THAT THE GEAR SHIFTED INTO REVERSE ON ITS OWN. THE CONTACT REFERENCED NHTSA RECALL NHTSA CAMPAIGN ID NUMBER: 10V364000 ELECTRICAL SYSTEM, IGNITION BUT HONDA INFORMED HIM THAT THE 2004 PILOT WAS NOT INCLUDED IN THE RECALL EVEN THOUGH IT WAS EXPERIENCING THE EXACT SAME FAILURE. THE CURRENT AND FAILURE MILEAGES WERE ~~108,000-~~ 110,500

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.



# PIAZZA HONDA of READING

915 Lancaster Ave. • P.O. Box 126 • Reading, PA 19607

Phone (610) 777-0100 Fax (610) 777-1264

Service@ReadingHonda.com

PiazzaAutoGroup.com

W

ODI # 10348429

CELL: [REDACTED]

CUSTOMER NO. <b>28133</b>	ADVISOR <b>TIMOTHY LOGIOVINO</b>	0186	TAG NO. <b>7711</b>	INVOICE DATE <b>08/26/10</b>	INVOICE NO. <b>HOC5285994</b>
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE <b>111,281</b>	COLOR <b>RED/</b>	STOCK NO. <b>ER3185</b>
<b>SHILLINGTON, PA</b>	YEAR / MAKE / MODEL <b>04/HONDA/PILOT/4 DOOR UTILITY</b>	DELIVERY DATE <b>03/21/07</b>		DELIVERY MILES <b>38,002</b>	
<b>NO E MAIL</b>	VEHICLE I.D. NO. <b>2 H K Y F 1 8 6 2 4 H</b>	SELLING DEALER NO. <b>207440A</b>		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO. <b>AG</b>	R.O. DATE <b>08/17/10</b>		
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 111281

LABOR & PARTS  
 # 1.46HOZ INSTRUMENTS & WIRING TECH(S):553 180.99

REPLACE INTERLOCK DAN 553 LOOK AT VEHICLE 08/09/10  
 TECH FOUND THE IGNITION ASSEMBLY TO BE FAULTY.  
 MR KOSTIVAL WISHED TO HAVE ASSEMBLY SENT OUT TO BE RECODED  
 WHEN THIS IS IS FINISHED HE WILL COME BACK FOR INSTALLATION  
 OF NEW IGNITION. \$510.00 PLUS TAX ESTIMATE WITH INSTALL AND  
 RECODE COST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	35100-S9V-A02	LOCK ASSY 0000000	221.58	
JOB # 1	1	S9AT5	KEY S9AT5	25.00	
JOB # 1 TOTAL PARTS				246.58	
JOB # 1 TOTAL LABOR & PARTS				427.57	

SUBLET	PO#	VENO INV#	INV. DATE	DESCRIPTION	
JOB # 1	5712	14362	08/26/10	RECODE IGNITION ASSEMB.	65.00
TOTAL - SUBLET					65.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOP	SHOP SUPPLIES		7.95
JOB # A	HAZ/ENVRI	HAZARDOUS/ENVIRONMENTAL FEE		4.93
TOTAL - MISC				12.88

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 APPROVED REVISED ESTIMATE (# 1) OF \$585.00 (+TAX) ON 08/17/10 AT 08:53am  
 BY CARL R KOSTIVAL COMMENTS NEW KEY WITH RECODING  
 COMMENTS  
 DROPO RS TECH 553 !!!!!!!!!!!!!!!SOP080910

TOTALS

\*\*\*\*\*  
 \* Cash [ ] Check [x] Check# 4599 \* *th*  
 \* MC [ ] VISA [ ] DV [ ] \* *26 Aug 10*  
 \* Date [8/26] By PR... Time 10:50 \*  
 \*\*\*\*\*

TOTAL LABOR.... 180.99  
 TOTAL PARTS.... 246.58  
 TOTAL SUBLET... 65.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 12.88  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 30.33

TOTAL INVOICE \$ 535.78

HOW WOULD YOU LIKE YOUR FOLLOW UP CONTACT? PHONE...MAIL...  
 THANK YOU FOR YOUR BUSINESS  
 FOR SERVICE APPOINTMENTS PLEASE E MAIL US AT  
 SERVICE@READINGHONDA.COM DATE TIME ADVISOR

### YOUR STATE INSPECTION

IS DUE / /

"Buyer acknowledges that this invoice contains an arbitration clause. Buyer agrees they have read and understood all pages of this agreement and voluntarily agrees to all terms and conditions in this agreement."

### LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12000 MILES WHICHEVER OCCURS FIRST FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED ONLY TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PART(S) AND/OR SERVICE. VEHICLE OWNER/CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

Thank You,  
 We appreciate your business!

The Reynolds and Reynolds Company ERF1RFS14E C058495 Q (08/09)

# GLASS & SONS COLLISION

1211 Lancaster Avenue  
 Reading Pennsylvania 19607  
 Tel : 610-478-9007 Fax : 610-478-9006  
 23-3039722

# Final Invoice

Date :14-SEP-2010  
 R.O. # 26011

Owner	Vehicle	Insurance
	Make : 04 Honda	ALLSTATE
	Model : PILOT 4X4 EXL	
Shillington, PA	License : [REDACTED]	
	Color : RED	
Phone 1 : [REDACTED]	VIN No. : 2HKYF18624H [REDACTED]	Contact :
Phone 2 :	Mileage : 110897	Phone :
Policy # : ALLSTATE		Claim # : [REDACTED]
Email :	Est/Adj : MIKE DEETER	Open : 13-AUG-10

Labor					
Type	Operation	Description	Labor	Refin	Prep
Body		COPY OF ESTIMATE PROVIDED TO CUSTOMER	.0		
		REAR BUMPER	.0		
Body	Remove/Install	R&I bumper cover	1.0		
Body	Remove/Install	Step pad	.2		
Body	Repair	Bumper cover	4.0	2.8	0.0
Refinish		Add for Clear Coat	.0	1.1	0.0
Body	Remove/Replace	Lower cover	.2		
		REAR LAMPS	.0		
Body	Remove/Install	LT Tail lamp assy	.4		
Body	Repair	LT Tail lamp assy	.5		
		QUARTER PANEL	.0		
Body	Repair	LT Quarter panel	.2		
Body	Sublet	HAZARDOUS WASTE REMOVAL	.0		

Parts				
Type	Description	Qty	Each	Total \$
New	Lower cover	1	38.25	38.25
Sublet	HAZARDOUS WASTE REMOVAL	1	3.00	3.00

Additional				
Description	Adjust.	Sublet	Miscel.	Beffrm.
HAZARDOUS WASTE REMOVAL		0.00		

TOTALS					
Type	Hours	Per hour	Taxable	NonTax	Total \$
<b>Labor Total</b>	<b>10.4</b>		<b>478.40</b>	<b>.00</b>	<b>478.40</b>
Body	6.5	46.00	299.00	0.00	299.00
Refinish	3.9	46.00	179.40	0.00	179.40
<b>Parts Total</b>			<b>39.34</b>	<b>.00</b>	<b>39.34</b>
New			36.34	0.00	36.34
Sublet			3.00	0.00	3.00
Paint supplies			91.65	0.00	91.65
<b>Material Total</b>			<b>91.65</b>	<b>0.00</b>	<b>91.65</b>
Total Discount					1.91
Total Amount					609.39
Tax Total (rate 6.00 %)					36.56

ODI # 10348429

(OVER)

Type	Hours	Per hour	Taxable	NonTax	Total \$
Net Total					645.95
Customer Due				SS Pd	375.97
Insurance Due					269.98

Please remit Net total to the address above.

\*\*\* Thank you for your business \*\*\*

GLASS & WESNER COLL REPA  
1211 LANCASTER AVE  
READING PA 19607  
610-478-9007

Merchant ID: 402946693001117  
Term ID: 1523

Sale

MASTERCARD

XXXXXXXXXX

Entry Method: Swiped

Apprvd: Online Batch#: 000002

09/14/10 16:19:49

Inv#: 00000002 Appr Code: 074672

Total: \$ 375.97

Customer Copy

THANK YOU  
FOR VISITING

**Recalls**

Tues 10 Aug 10  
Page AB

FROM WIRE REPORTS

■ **Honda Motor Co.** is recalling the popular **Accord, Civic** and **Element** passenger cars to address problems with an ignition switch that could allow the key to be removed without the transmission being shifted into park, its third recall over the problem since 2003.

Honda said the most recent recall involved 384,220 vehicles and includes 2003 model year Accords and Civics and 2003-2004 versions of the Honda Element. Honda told the National Highway Traffic Safety Administration that the defect with the automatic transmissions could lead to a vehicle rolling away and increase the risk of a crash.

The Japanese automaker said in a statement the recall would involve about 197,000 Accords, 117,000 Civics and 69,000 Elements. The company said it has received several

complaints about the ignition interlock and is aware of a small number of related incidents, including one that resulted in a minor injury.

Honda said the ignition interlock mechanism could be damaged or worn during use and it may become possible to remove the ignition key when the shift lever is not in park. Unless the parking brake is set, the vehicle could roll away under those circumstances and lead to a crash.

The three related recalls have involved about 1.4 million vehicles since 2003.

The recall of the Accord, Civic and Element is expected to begin in late September. Dealers plan to remove an interlock pin and lever within the ignition switch and replace them at no charge.

Details: [www.recalls.honda.com](http://www.recalls.honda.com) or 800-999-1009.

■ About 1,500 service kits for gas-fired boilers, manufactured

READING EAGLE

# Wyomissing Police Department

39-10-3962 8/6/2010

- Administrative  Gang Related  
 Investigation  Accident  Arrests Made  Suspects

OFFICER: ALB10 ASHLEY L. BORMAN

## Incident Report Form

1. Log Number 39-10-3962	1a. Incident Number	1b. File Number	1c. Case Number	2-UCR	
3. Incident Type ACCN Accident NonReportable	4. Dispatcher DRF55	5. Source ONPT	6. District 1	7. Status CLOSED	
8. Date Received 8/6/2010	8a. Rcvd 1514	8b. Disp 1514	8c. Arrv 1514	8d. Clrd 1549	9. Disposition INFO Info Taken
INCIDENT OCCURRED AT OR BETWEEN			8e. Earliest Date and Time 8/6/2010 1514	8f. Latest Date and Time 8/6/2010 1514	

10. Location 1665 STATE HILL ROAD WYOMISSING PA 19610	10a. Cross Street	10b. Intersection <input type="checkbox"/>
11. Premise Code PARK Parking Lot		12. Business Name RUBY TUESDAY

13. Modus Operandi Coding	VICTIM:
ENTRY:	PROPERTY
EXIT:	AREA:
METHOD:	TIME OF DAY:

14. Caller / Complainant Type N - Normal
---

Arr DATE	ARREST#	PriCHG	DESCRIPTION	INVOL	DOB	SSN	R	S	PHONE	PL	Cnt	Vd	
			WYOMISSING, PA	COMP									W
			WYOMISSING, PA	WIT									W
			CRESSONA, PA	U2OWN									
			CAMP HILL, PA	UN3OWN									
			SHILLINGTON, PA	U1OWN									

16. Involved Vehicles
A/B PLATE STATE PTYPE INVOL YEAR MAKE MODEL COLOR VIN

WSIRF-01	39-10-3962	8/6/2010	<input type="checkbox"/> APPROVED BY:	ON:
----------	------------	----------	---------------------------------------	-----

DDI # 10348429

(COVER)

# Wyomissing Police Department

39-10-3962

8/6/2010

Administrative  Gang Related  
 Investigation  Accident  Arrests Made  Suspects

OFFICER: ALB10

ASHLEY L. BORMAN

## Incident Report Form

A	[REDACTED]	PA	UNIT2	2006	CHEV	SLV	1GCEK19B66Z	[REDACTED]
		Insurance Company	ALLSTATE			Policy Number	[REDACTED]	
A	[REDACTED]	PA	UNIT3	2003	CHEV	CAV	YELLO 1G1JH12F937	[REDACTED]
		Insurance Company	STATE FARM			Policy Number	[REDACTED]	
A	[REDACTED]	PA	UNIT1		HOND	PLT	RED 2HKYF18624H	[REDACTED]
		Insurance Company	ALLSTATE			Policy Number	[REDACTED]	

17. Name / Vehicle Involvement	NAME	INVOL	PLATE	ST	YEAR	MAKE	MODEL	COLOR
[REDACTED]	[REDACTED]	OWNR	[REDACTED]	PA	2006	CHEV	SLV	
[REDACTED]	[REDACTED]	OWNR	[REDACTED]	PA	2003	CHEV	CAV	YELLO
[REDACTED]	[REDACTED]	OWNR	[REDACTED]	PA		HOND	PLT	RED

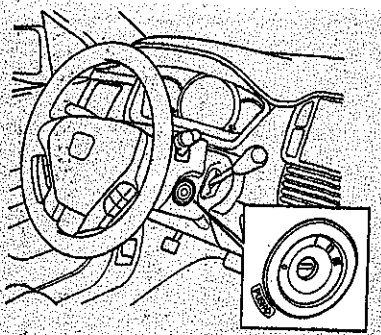
22. Business	NAME	ADDRESS	PHONE #S
RUBY TUESDAY	RUBY TUESDAY	1665 STATE HILL ROAD	(610) 373-6900
		WYOMISSING, PA 19610	

23. Units / Officers / Times	UNIT	OFC1	OFC2	UNIT	OFC1	OFC2	DIVN	SUPV
Unit 1	39-2	ALB10		Unit 3				
Unit 2				Unit 4				

26. Comments / Narratives	CREATED BY / ON	UPDATED BY / ON	LOCK
<b>BLOTTER REPORT</b>	ALB10 8/6/2010 5:24	ALB10 8/6/2010 5:25	N

Unit 1 was not properly placed in park and coasted back several parking spaces striking the rear of Units 2 and 3. Unit 1 sustained damage to the driver side rear bumper. Unit 2 sustained damage the rear driver side quarter panel. Unit 3 sustained damage to the rear bumper. All vehicles drove from the scene. All vehicles were unoccupied when accident occurred.

# Ignition Switch



The ignition switch has four positions: LOCK (0), ACCESSORY (I), ON (II), and START (III).

**LOCK (0)** - You can insert or remove the key only in this position. To turn the key, the shift lever must be in Park, and you must push the key in slightly.

If the front wheels are turned, the anti-theft lock may make it difficult to turn the key. Firmly turn the steering wheel to the left or right as you turn the key.

**ACCESSORY (I)** - You can operate the audio system and the accessory power sockets in this position.

**ON (II)** - This is the normal key position when driving. Several of the lights on the instrument panel come on as a test when you turn the ignition switch from ACCESSORY (I) to ON (II).

**START (III)** - Use this position only to start the engine. The switch returns to ON (II) when you let go of the key.

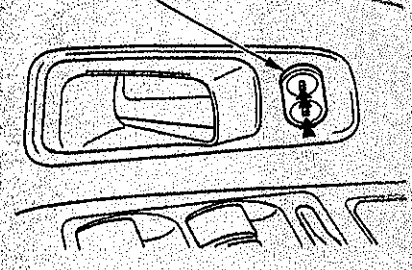
You will hear a reminder beeper if you leave the key in the ignition switch in the LOCK (0) or ACCESSORY (I) position and open the driver's door. Remove the key to turn off the beeper.

The shift lever must be in Park before you can remove the key from the ignition switch.



# Power Door Locks

## MASTER DOOR LOCK SWITCH



Each door has a lock tab on the top. When you push down the tab on the driver's door or use the key, all the doors and the tailgate lock. To lock the front passenger's door, push the lock tab down and close the door.

To unlock only the driver's door from the outside, turn the key and release it. If you turn the key and hold it, all doors and the tailgate unlock. All four doors and the

Page 64  
Instruments and Controls

2004 PILOT OWNER'S MANUAL

ODI # 10348429



Shillington, PA

POSTNET barcode at the top of the envelope.



U. S. Department of Transportation  
NHTSA  
Office of Defect Investigation  
(NVS-210)  
1200 New Jersey Avenue S.E.  
West Building  
Washington, D.C. 20590