



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: 24-MAR-2011  
Repository:   
Reference No.: 10392765

MAY 02 2011

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: FRESNO State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 5FNVE3H54BB [REDACTED]  
Make: HONDA Model: PILOT Model Year: 2011  
Date Purchased: 11/20/10 Dealer's Name and Telephone Number: Honda North (559) 297-1000  
Original Owner:  Dealer's City: CLOVIS Fresno CA Zip Code: 93612  
Transmission Type: Automatic Antilock Brakes:  Cruise Control:   
Powertrain: Multiple Failure: Incident Date(s): 27-JAN-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage: 1000 Failure Speed: 50 mph

**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: DOTM9ABC036):  Original Equipment  Prior Repair Failure Location: FRONT SUSP. & STEERING SYSTEM  
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).

TL\* THE CONTACT OWNS A 2011 HONDA PILOT. THE CONTACT STATED THAT WHILE DRIVING THE VEHICLE WOULD VEER TO ONE SIDE WITHOUT EXPLANATION. IN ADDITION, WHEN DEPRESSING THE ACCELERATOR AND STEERING TO THE LEFT HE WOULD MOMENTARILY LOSE CONTROL OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHO PERFORMED AN ALIGNMENT BUT IT FAILED TO REMEDY THE FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED AND THE MANUFACTURER WAS NOT CONTACTED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 1,000 AND THE CURRENT MILEAGE WAS 4,000.

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)

On the month of January while going on a road trip, on highway 4, I was driving behind a truck with a trailer, at the speed of 50 mph. While trying to pass the truck, I accelerated & at the same time I turned the steering wheel to the left then suddenly I lost control of the vehicle for a moment. I decelerated the vehicle, and the car was still out of control. For an instant I thought we were going to have an accident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

FRESNO CA 937

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US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: [www.safercar.gov](http://www.safercar.gov)

or call: Vehicle Safety Hotline 888-327-4236



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