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**Subject: LETTER FROM CONGRESSMAN GOODLATTE ON BEHALF OF CONSTITUENT, [REDACTED]
[REDACTED] RE HIS CONCERNS ABOUT AN IGNITION KEY INTERLOCK FAILURE IN VARIOUS HONDA
MOTOR VEHICLES**

Ack Date:

Sign Office: DIR. GOVT. AFFAIRS

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: CHAN LIEU

Cleared By:

XREF File:

**Modified By:
BERNADETTE.MILLINGS**

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE BOB GOODLATTE
U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515 UNITED STATES

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	5/10/2011	6/8/2011	
NIA-110	INFORMATION	5/10/2011		5/10/2011
NVS-010	INFORMATION	5/10/2011		5/10/2011
NPO-011	INFORMATION	5/10/2011		5/10/2011

MAY 11 2011

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2011 MAY 10 P 1:12
EXECUTIVE SECRETARIAT

EX
05/11/11
-1112

117 South Lewis Street, Suite 215
Staunton, Virginia 24401
540-885-3861
540-885-3930 FAX
Debbie.Garrett@mail.house.gov

Congressman Bob Goodlatte
Sixth District of Virginia

Fax



To: Ms. Carmen Rivera

From: Debbie Garrett, District Representative,
Congressman Bob Goodlatte

Fax: 202.366.3675

Pages: 9, including cover

Phone:

Date: 5/6/2011

Re: [REDACTED]

☐ **Urgent**

☐ **For Review**

☐ **Please Comment**

☐ **Please Reply**

☐ **Please Recycle**

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ES11-003207

BOB GOODLATTE
6TH DISTRICT, VIRGINIA

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(202) 225-5431
FAX (202) 225-9681
www.house.gov/goodlatte

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Congress of the United States House of Representatives

May 6, 2011

COMMITTEE ON THE JUDICIARY
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CHAIRMAN, SUBCOMMITTEE ON
CONSERVATION, CREDIT, ENERGY,
AND RESEARCH

SUBCOMMITTEE ON
LIVESTOCK, DAIRY, AND POULTRY

Ms. Carmen Rivera
Legislative Liaison
National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, D.C. 20590

VIA FAX

Dear Ms. Rivera:

Attached please find a letter that I have received from my constituent, [REDACTED] regarding the concerns that he has expressed. [REDACTED] has stated that the response he received when filing his complaint was too vague. He also stated that in his view there should be further inquiry into the details and scope of the recall.

I would appreciate your looking into this matter and providing me with a response for my constituent. Please mail your response to my Staunton office at the address marked below.

Thank you for your assistance.

With kind regards.

Very truly yours,

Bob

Bob Goodlatte
Member of Congress

RWG:dg

Attachment

☐ 2 SOUTH MAIN STREET
SUITE A, FIRST FLOOR
HARRISONBURG, VA 22801-3707
(540) 432-2391
FAX (540) 432-6593

☐ 918 MAIN STREET
SUITE 300
LYNCHBURG, VA 24504-1808
(434) 845-8306
FAX (434) 845-8245

☐ 10 FRANKLIN ROAD, S.E.
SUITE 540
ROANOKE, VA 24011-2121
(540) 867-2672
FAX (540) 857-2675

117 S. Lewis St.
Staunton, VA 24401-3307
(540) 885-3861
FAX (540) 885-3930

May 6, 2011

Congressman Bob Goodlatte, U. S. House of Representatives

Dear Sir:

This is a request for possible assistance in an automobile safety issue with which I'm trying to deal with the National Highway Traffic Safety Administration of the Department of Transportation. The problem is an ignition key interlock failure in various Honda motor vehicles which has resulted in many rollaway crashes and has been the subject of vehicles recalls by Honda. Unfortunately, while my 2004 Honda Pilot has this exact serious defect, I am told by America Honda and NHTSA that it is not covered by the terms of one of these recalls. The 2002 and 2003 Pilot models were covered by a specific recall, but while mine was actually built in October 2003, it was sold as a 2004 model, and therefore, I am told, does not qualify for Honda's recall responsibility. The local Honda dealer tells me that if I were to have them repair this defect at my expense, the cost to me would be \$400 to \$500. Since I do not intend to put a value on passenger and personal safety, this is the price I will have to pay if Honda is not required to stand up to their moral, if not legal, obligation.

The Vehicle Owner's Questionnaire form provided by NHTSA that I submitted, copy attached, very briefly outlines the problem. However, for further clarification, motor vehicles are required by law on automatic transmission models to have a safety feature which permits the removal of the ignition key from the switch ONLY when the transmission selector is in the PARK position. Many drivers, perhaps yourself, rely on this system to secure their vehicle in a normal parking place and do not also apply the actual parking brake, as we perhaps should. When an interlock device in this system fails, as has happened in my Pilot, and many other Honda vehicles, the vehicle is free to roll away from its parking place, often unnoticed by the driver until they are away from it, often with very serious consequences.

The related information, assigned reference #10395833, which I am providing you, was faxed to NHTSA on 4/27/11. Yesterday, when I went on line to their web site and was not able to find any indication of receipt or any action, I called the number shown on the form, 1-888-327-4236. A lady I reached initially told me that I would not hear anything from my submission unless it was determined AT SOME POINT that a sufficient number (?) of other similar complaints had been received by NHTSA to justify further investigation. I said I thought this to be an entirely too vague response by their agency to what I certainly consider a serious situation. She then checked a little further somehow and reported that someone had initialed my paperwork, probably only indicating the fax had gone through.

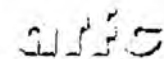
Naturally, we're now also applying the foot parking brake when we park. However, I would certainly appreciate it if your office could apply some influence to produce some more timely, appropriate action.

[REDACTED]
[REDACTED] Staunton, [REDACTED]

 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 14-APR-2011	Repository ☐ Reference No. 10395833		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		State VA		Evening Telephone Number (SAME)	
Address [REDACTED]		Zip Code [REDACTED]			
City STAUNTON					
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 2HKYF18594H [REDACTED]		Make HONDA	Model PILOT	Model Year 2004 *	
Date Purchased 5/14/10	Dealer's Name and Telephone Number ELITE AUTO WHOLESALE (804) 745-1334		Engine: No: Cylinders 6	Fuel Type: GASOLINE	
Original Owner ☐	Dealer's City MIDLOTHIAN VA 23114	State VA	Zip Code 23114		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain AWD	Multiple Failure:	Incident Date(s) 14-APR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN				Failure Mileage 102000	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 HE COULD REMOVE THE KEY FROM THE IGNITION WITHOUT THE VEHICLE BEING IN PARK. THE VEHICLE WAS NOT TAKEN TO HAVE THE FAILURE DIAGNOSED AND WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 102,000.					
PLEASE SEE ATTACHED PHOTOS AND INFORMATION ON SIMILAR REPORTED PROBLEMS WITH 2004 HONDA PILOT VEHICLES. RECALL #10V364000 APPEARS TO APPLY TO THE SAME SERIOUS PROBLEM WITH 2002 AND 2003 HONDA PILOTS.					
THE LOCAL HONDA DEALER TOLD ME THEY WOULD CHARGE ME APPROXIMATELY \$400-500 TO HAVE THIS CORRECTED. I BELIEVE THE RECALL SHOULD INCLUDE MY VEHICLE.					
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.					

* VEHICLE MANUFACTURED 10/03 (SEE LABEL PHOTO)

4/25/11



HONDA PILOT Problems - 2004 HONDA PILOT Electrical System Problems

Like 41

Auto Recalls For Consumers

Car Recalls • Air Recalls • Motorcycle Recalls • RV Recalls • Commercial Vehicles • Other Car Recalls • Complaints • EPA • NHTSA

Electrical System Problem on the 2004 HONDA PILOT

Car problem(s) with the 2004 HONDA PILOT. This database includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. You may file your own complaint by calling the NHTSA Monday-Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153. You can also [file your complaint online](#).

View other component problems for this vehicle or [view all problems](#)

Air Bags (13)	Equipment (2)	Latches Locks Linkages (5)	Service Brakes Air (1)	Tires (1)
Child Seat (2)	Exterior Lighting (4)	Other (1)	Service Brakes Hydraulic (11)	Unknown Or Other (2)
Communications (1)	Fuel System Gasoline (5)	Power Train (44)	Steering (4)	Vehicle Speed Control (10)
Electrical System (11)	Fuel System Other (1)	Seat Belts (4)	Structure (14)	Visibility (7)
Engine And Engine Cooling (23)	Interior Lighting (1)	Seats (13)	Suspension (7)	Wheels (3)

DePuy Hip Recall Apr 2011 [www.LifeCabraser.com/d...](#)

Latest news on DePuy ASR hip recall Free case review.

DePuy Hip Recall Lawsuits [enclaweinberg.com/depu-hip-](#)
Call Lawyer Assisting Hip Recall Victims. 1-877-934-6274 (toll free)

Ask a Honda Mechanic Now [Honda.JustAnswer.com/...](#)

19 Honda Mechanics Are Online! Current Wait Time: 10 Minutes.

Consumer safety recalls [www.Exp31RECALL.com](#)
Nation's #1 Recall Management Firm Product Recalls for Companies

Need an Interlock? [www.SmartStartinc.com](#)

Get your questions about interlock answered here.

Compare to GMC Terrain [www.GMC.com/Terrain](#)
Interested in an SUV or Crossover? Then Check Out the GMC Terrain.

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Problem with Electrical System

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- Feb 16, 2011 - Fairfax, VA - Electrical System
OVERHEATING OF DRIVERS SIDE SEAT HEATING ELEMENTS, FOLLOWED BY FAILURE OF UNITS.

[View Details](#)

- Jan 31, 2011 - Wilmette, IL - Electrical System
TL CONTACT OWNS A 2004 HONDA PILOT. THE CONTACT STATED WHILE THE ENGINE WAS TURNED OFF AND THE GEAR SELECTOR WAS IN THE DRIVE POSITION, THE IGNITION KEY RELEASED FROM THE IGNITION SWITCH UNEXPECTEDLY WHEN ENGAGED. SUDDENLY, THE VEHICLE ROLLED AND CRASHED INTO AN UNOCCUPIED PARKED VEHICLE. THERE WERE NO INJURIES. THE VEHICLE WAS ABLE TO BE DRIVEN FROM THE SCENE. NO POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY INFORMED THAT THE FAILURE WAS RELATED TO A DEFECT WITHIN THE IGNITION SWITCH. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THERE WAS A SIMILAR DEFECT ON A RECALL PERTAINING TO THE 2002 AND 2003 MODEL YEARS UNDER RECALL 10V384000 (ELECTRICAL SYSTEM:IGNITION). THE FAILURE MILEAGE WAS APPROXIMATELY 90,000.

[View Details](#)

- Aug 26, 2010 - Wylie, TX - Electrical System
I HAVE A 2004 HONDA PILOT AND I AM HAVING THE SAME PROBLEM THAT A LOT OF THE HONDA CARS ARE GETTING RECALLED FOR BUT MY VEHICLE IS NOT LISTED. YOU CAN REMOVE THE KEY WHILE THE GEAR SELECTOR IS NOT IN PARK. MY WIFE ROLLED FORWARD AND HIT A SAFETY POLE. SHE IS ALWAYS AFRAID OF DOING IT AGAIN WITH OUR KIDS IN THE CAR. I CALLED HONDA ABOUT THE REPAIR AND THEY SAID IT WAS NOT A RECALL. I DON'T UNDERSTAND HOW SOME HONDA CARS CAN GET RECALLED BUT MINE WILL NOT. I CALLED HONDA AND ASKED ABOUT THE COST OF THE REPAIR AND THEY TOLD ME IT WAS GOING TO BE EXPENSIVE.

[View Details](#)

- Aug 10, 2010 - Shillington, PA - Ignition
TL 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: 10V384000 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 110,500. UPDATED 12/09/10 UPDATED 12/17/10

[View Details](#)


From: <EVOQ@dot.gov>
Date: Thursday, April 21, 2011 8:03 AM
To: 
Attach: EVOQ EMAIL RESPONSE.doc; 10395833.pdf
Subject: *** SPAM *** FW: NHTSA: Follow up to ODI Complaint: 10395833

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1787. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



4/23/2011

From: "US DOT NHTSA" <donotreplyodi@dot.gov>

Date: Thursday, April 14, 2011 10:07 AM

To:

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10398832

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday

TTY: 1-888-424-9153

Have your ODI Number available.
(Spanish-speaking operators available)

- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>

Indicate your ODI Number in the contact form.

Thank you.

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

4/27/2011



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

THIS SHOWS THE IGNITION SWITCH "OFF", KEY REMOVED, SHIFTER IN DRIVE POSITION, NOT "PARK".
KEY CAN BE REMOVED WITH SHIFTER IN
OTHER POSITIONS AS WELL.



KEY REMOVED WITH SHIFTER IN DRIVE

2004 Honda Pilot - 2.4L I-4 1800cc 150hp 1500cc 150hp (SEE PHOTO OF MFB LABEL ON BACK.) PHOTO TAKEN 4/24/11