

U.S. Department
of TransportationNational 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)**

Name

Address

City

STAUNTON

State

VA

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2HKYF18594H5Make
HONDAModel
PILOTModel Year
2004

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

14-APR-2011

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN, 116000 ELECTRICAL SYSTEM: IGNITION

Failure Mileage
102000Failure 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: DOTM9ABC036)

☐ 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.

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 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.

Form Approved: O.M.B. No. 2127-0008



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AGENCY USE ONLY 100148

Date Received

APR 28 2011

Repository ☐Reference No.
10395833

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: STAUNTON State: VA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

(SAME)

The information you provide will be used to identify potential safety-related defects. We may share this information with the applicable vehicle manufacturer during an investigation in accordance with the routine use 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 instrument panel driver's side 18544H [REDACTED]		Make HONDA	Model PILOT	Model Year 2004 *
Date Purchased 3/14/10	Dealer's Name and Telephone Number ELITE AUTO WAREHOUSE (604) 745-1314		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
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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
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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).

FLY 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 #10V344000 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 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

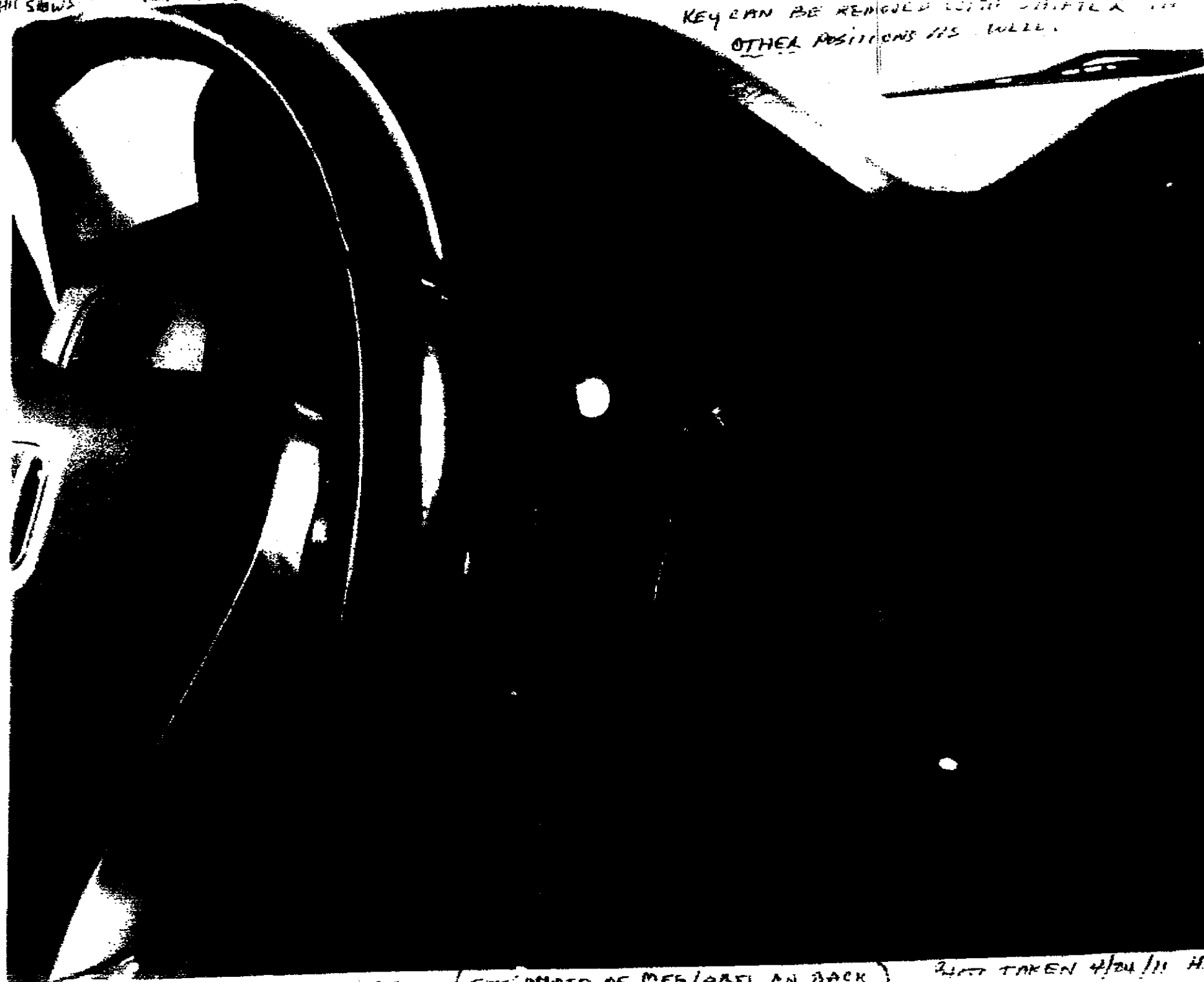
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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 MANUFACTURE (SEE LABEL FOR MORE INFO)

4/25/11

THIS SHOWS

KEY CAN BE REMOVED WITH SHIFTER IN
OTHER POSITIONS ITS WELL.



APR-27-2011 02:50 PM LAVENDER LANE

540 886 7249

P.02

SEE WHITE A REF #10343 B53

(SEE PHOTO OF MFB LABEL ON BACK)

2477 TAKEN 4/24/11 H.B. CA.

NHTSA REF #10345033

ATTACHMENT

2011

Honda Pilot Electrical System - 2004 HONDA

Use 41

Auto Recalls For Consumers

HONDA PILOT Problems - 2004 HONDA PILOT Electrical System Problems

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 Morday-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	Equipment	Latches Locks Linkages	Tires (1)
Child Seats	Exterior Lighting	Other	Unknown Or Other (2)
Communications (1)	Fuel System Gasoline	Power Train (4)	Vehicle Speed Control (10)
Electrical System (4)	Fuel System Other	Seat Belts (4)	Visibility (7)
Engine And Engine Cooling (5)	Interior Lighting	Seats (1)	Wheels (3)

DePuy Hip Recall Apr 2011 [www.fda.gov](#)

Latest news on DePuy ASR hip recall Free case review

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

Ask a Honda Mechanic Now [Honda.jp/asknow](#)

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

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

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

Get your questions about interlock answered here.

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

Ads by Google

Ads by Google

Problem with Electrical System

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

[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 25, 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](#)

... 3 MILES ON THE INTERNET ...

[REDACTED]

From: <EVOQ@dot.gov>
Date: Thursday, April 21, 2011 8:03 AM
To: [REDACTED]
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) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

[REDACTED]

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 10395833

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>
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 www.safercar.gov Web site or call our Vehicle Safety Hotline 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.

NHTSA REF: # 1039581



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216r

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 driver's 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 EXH (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, 1-888-327-4131.

Thank you for your cooperation.

Sincerely

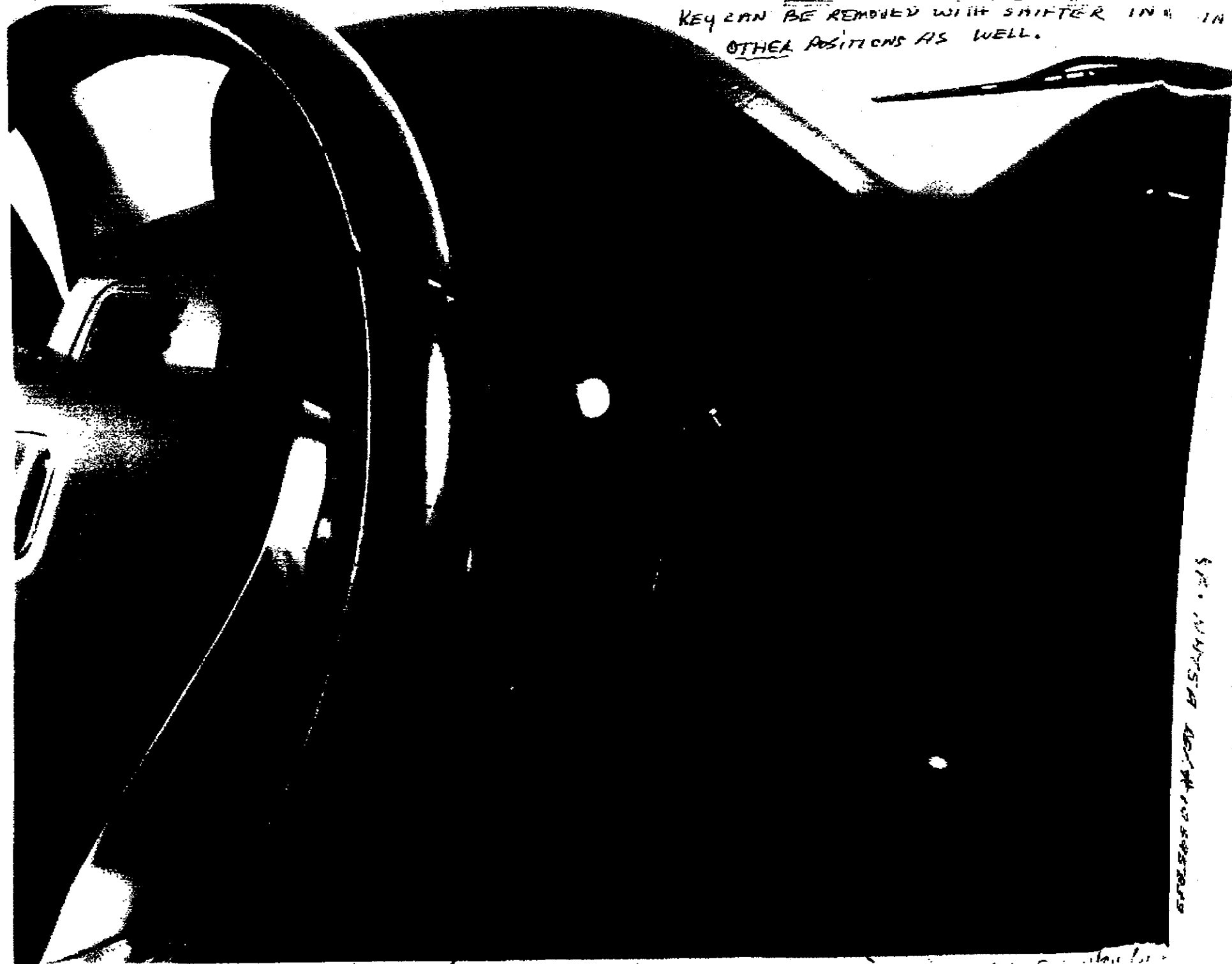
Randy Reid Chief
Correspondence Research Division
Office of Defect Investigation
Enforcement

Enclosure: VOQ

APR-27-2011 02:53 PM LAVENDER LANE

540 886 7249

P.07



KEY CAN BE REMOVED WITH SHIFTER IN IN
OTHER POSITIONS AS WELL.

S.E. WATSON 401-407-8867