

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)



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 15-JUN-2011 JUL 18 2011	Repository <input type="checkbox"/>
	Reference No. 10406947

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	ARMONK	State	NY	Zip Code	[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 5FNYP4H99BB [REDACTED]		Make HONDA	Model PILOT	Model Year 2011
Date Purchased 6-30-10	Dealer's Name and Telephone Number Brewster Honda 1-845-278-4180		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City Brewster	State N.Y.	Zip Code 10509	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-SEP-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 2600	Failure Speed 20
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Failure
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. WHILE DRIVING 20 MPH, THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING AND SHE WAS UNABLE TO RESTART IT. THE DEALER MADE FIVE ATTEMPTS TO DUPLICATE FAILURE. THE MANUFACTURER WAS AWARE OF THE FAILURE. THE CURRENT MILES WERE 9,615. THE APPROXIMATE FAILURE MILEAGE WAS 2,600.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

While driving in traffic, vehicle would break down, and would not start.
Vehicle had to be pushed to the side of the road.
Road service was called to restart the vehicle
The above problem happened on four separate occasions.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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

or call:

Vehicle Safety Hotline
888-327-4236



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

**BBB AUTO LINE
Customer Claim Form**

Case number: HON1119281
Contact Date: 05/16/11
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Armonk	State: NY	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Honda	Model: Pilot	Year: 2011	Current mileage: 9965
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Brewster Honda, Brewster, NY			
Primary Servicing dealer/city/state: Brewster Honda,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no		
Purchase/lease date: 06/30/10	Mileage at purchase/lease:		
First repair attempt date: 09/28/10	First repair attempt mileage: 2897		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer would like to have the vehicle Replaced. On May 31 2011 we have traded in our 2011 Honda Pilot-Touring Model, the top of the line for - Dropping down to a lesser model, a 2011 Honda Pilot EXL. We are looking for the following compensation. We would want a full, not a partial payment of \$5,100.31 dollars. Cannot accept anything less. The above amount is what I have to pay out of my pocket for the trade in.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	5FNYE4H99BB [REDACTED]
Lienholder/Leasing Company	American Honda Finance Corporation Phone Number 1800 457 9929
Account Number	[REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Vehicle dies, will not start.		5		yes
Vehicle dies, will not start Called Road Service	Brewster Honda	#1	9-28-10 2897 miles 1 Day	Yes
Vehicle dies will not start Called Road Service	Brewster Honda	#2	1-19-11 6604 miles 2 Days	Yes
Vehicle dies will not start Called Road Service	Brewster Honda	#3	2-14-11 6959 miles 1 Day	Yes
Vehicle dies will not start Jump start vehicle	Brewster Honda	#4	5-3-11 9034 miles 2 Days	Yes
Vehicle keeps breathing down	Brewster Honda	#5	5-4-11 to 5-21-11 9670 miles 18 Days	Yes

Total days out of service for all problems: 24 Days

Signature of Titled Owner(s) _____

Date 5-31-2011

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 4200 Wilson Blvd., Suite 800
 Arlington VA, 22203-1838
 Fax: 703-247-9700



899 RT. 22 - BREWSTER, NY 10509
 N.Y.S. REGISTERED SHOP NO. R 710-9109
(845) 278-4180
 FAX (845) 278-2360
 www.bhonda.com

INVOICE

#1

MEGAN
 ARMONK, NY
 Home: [REDACTED] CELL: [REDACTED]
 Bus: [REDACTED]

SERVICE ADVISOR: 622 WILLIAM A DESANCTIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	11	HONDA PILOT	5FN9YF4H99BB [REDACTED]		2897 2897	T44	
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
30JUN10			WAIT 28SEP10			CASH	28SEP10
R.O. OPENED	READY	OPTIONS:					
10:27 27SEP10	14:29 28SEP10	STK:210066 DLR:208517					
SECTION	OPCODE	TECH	TOTAL				

A C/S BATTERY DIED AND WANTS IT CHECKED
 MISC PERFORMED A COMPLETE ELECTRICAL TEST OK AT THIS TIME.
 232

TOTAL LINE A: \$ 0.00

B CUST AUTH TO PERFORM ANY OPENS RECALLS ON VEHICLE
 RECALL CUST AUTH TO PERFORM ANY OPENS RECALLS ON VEHICLE
 232

TOTAL LINE B: \$ 0.00

DISCLAIMER OF WARRANTIES

Labor and parts are warranted for 12 months or 12000 miles whichever occurs first. Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that the dealer makes no warranties of any kind, express, or implied, and disclaims all warranties, including warranties of merchantability, or fitness for a particular purpose, with regard to the parts and or accessories purchased; and that in no event shall the dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS DISCOUNT	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Thank You!

Customer Number: **115286** Invoice No: **248455**



INVOICE

ARMONK, NY
Home:
Bus:

CELL::

#2

899 RT. 22 - BREWSTER, NY 10509
N.Y.S. REGISTERED SHOP NO. R 710-9109
(845) 278-4180
FAX (845) 278-2360
www.bhonda.com

SERVICE ADVISOR: **596 RALPH E PAGANO JR**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE:IN/OUT	TAG	
WHITE	11	HONDA PILOT	5FN9F4H99BB		6604 6605	T130	
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30JUN10			WAIT 17JAN11			CASH	19JAN11
R.O. OPENED	READY	OPTIONS:					
11:03 14JAN11	13:37 19JAN11	STK:210066 DLR:208517					

SECTION	OPCODE	TECH	TOTAL
A	CUSTOMER STATES CAR NEEDS TO BE JUMPED STARTED		
	CAUSE: TESTED BAD		
	710100 BATTERY - REPLACE.		
	482		
	1 31500-SD4-100M BATTERY (24F/550AMP) B0101		
	FC: 560		
	PART#: 31500-SD4-100M		
	COUNT: 1		
	CLAIM TYPE: W		
	AUTH CODE:		
			TOTAL LINE A: \$ 0.00

B	CUST AUTH TO PERFORM ANY OPENS RECALLS ON VEHICLE		
	RECALL CUST AUTH TO PERFORM ANY OPENS RECALLS ON VEHICLE		
	482		
			TOTAL LINE B: \$ 0.00

DISCLAIMER OF WARRANTIES

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Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS DISCOUNT	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00



899 RT. 22 - BREWSTER, NY 10509
 N.Y.S. REGISTERED SHOP NO. R 710-9109
(845) 278-4180
 FAX (845) 278-2360
 www.bhonda.com

INVOICE

3

2 MEGAN LN
 ARMONK, NY
 Home: CELL::
 Bus:

SERVICE ADVISOR: **596 RALPH E PAGANO JR**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	11	HONDA PILOT	5FN9YF4H99BE		6959 6959		
DEL. DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
30 JUN 10			21:00 04FEB11			CASH	04FEB11
R.O. OPENED	READY	OPTIONS:					
09:45 03FEB11	14:11 04FEB11	STK:210066 DLR:208517					
SECTION	OPCODE	TECH	TOTAL				

A C/S WE JUST INSTALLED NEW BATTERY AND NOW HAS TO JUMP START AGAIN

CAUSE: BAD BATTERY
 000005 REPLACE BATTERY
 579
 1 31500-SD4-100M BATTERY (24F/550AMP) 07002

FC: 862
 PART#: 31500-SD4-100M
 COUNT: 1
 CLAIM TYPE: W
 AUTH CODE:

TOTAL LINE A: \$ 0.00

B CUST AUTH TO PERFORM ANY OPENS RECALLS ON VEHICLE
 RECALL CUST AUTH TO PERFORM ANY OPENS RECALLS ON VEHICLE
 579

TOTAL LINE B: \$ 0.00

Note

This is the 2nd new battery installed with in a two week period.

1st New Battery installed on Jan 19 2011

2nd New Battery installed on Feb 04 2011

DISCLAIMER OF WARRANTIES

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Thank You!

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LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS DISCOUNT	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Thank You!

Customer Number: **115286** Invoice No: **255999**

DUPLICATE 1

INVOICE



899 RT. 22 - BREWSTER, NY 10509
N.Y.S. REGISTERED SHOP NO. R 710-9109

(845) 278-4180

FAX (845) 278-2360

www.bhonda.com

ARMONK, NY

Home: CELL::

Bus:

SERVICE ADVISOR: **391 ROBERT BENFARI**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	11	HONDA PILOT	5FN9YF4H99BB		9034 9036	T27	
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
30JUN10			21:00 02MAY11			CASH	03MAY11
R.O. OPENED	READY	OPTIONS:					
08:41 02MAY11	16:16 03MAY11	STK:210066 DLR:208517					
SECTION	OPCODE	TECH	TOTAL				

A C/S THAT THE BATTERY KEEPS GOING DEAD
MISC PERFORMED 2 BATTERY TESTS ON VEHICLE, PUT BATTERY ON CHARGER ALL SEEMS GOOD AT THIS TIME

482

TOTAL LINE A: \$ 0.00

B PERFORM A DRAW TEST (CUST REPLACED THE BATTERY 3 TIMES)
MISC PERFORMED A DRAW TEST NO DRAW FOUND, CHECK FOR ANY UPDATES ON COMPUTER AND RAN ALL DIA TESTS ALL PASSED

482

TOTAL LINE B: \$ 0.00

DISCLAIMER OF WARRANTIES

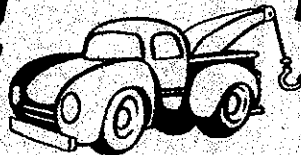
Labor and parts are warranted for 12 months or 12000 miles whichever occurs first. Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that the dealer makes no warranties of any kind, express, or implied, and disclaims all warranties, including warranties of merchantability, or fitness for a particular purpose, with regard to the parts and or accessories purchased; and that in no event shall the dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

Thank You!

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PARTS AMOUNT	\$ 0.00
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SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS DISCOUNT	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Thank You!

**Lightning
Roadside
Inc.**



**Roadside
Express
Inc.**

1 441395
P.O. Box 7838, Hicksville, NY 11802-7838
1-800-586-4626 • 24 Hour Service

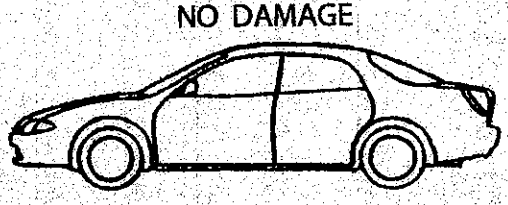
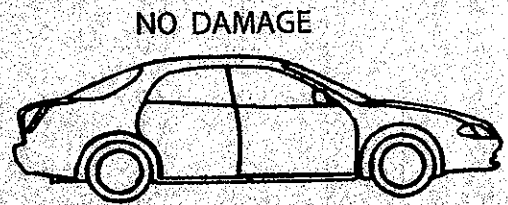
DATE: 9/25/10	BILL TO:	PO/ DISPATCH #
CUSTOMER NAME:	PHONE:	MEMBER #:
STREET NUMBER & NAME:	CITY:	STATE:
MAKE: Honda	MODEL: Fit	YEAR: 11
	COLOR: white	MILEAGE: 28222

VIN # 5FNWYF4H119D16

LOCKOUT JUMP FUEL FLAT GOA

TECHNICIAN: [Signature] COMMENTS:

AMOUNT DUE \$ PAID: \$



LUG KEY HUB CAP RETURNED

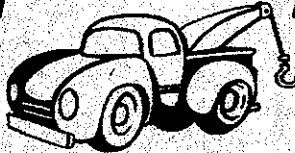
I OWN OR HAVE FULL AUTHORIZATION FOR USE AND CONTROL OF VEHICLE DESCRIBED ABOVE AND HEREBY AUTHORIZE WORK INDICATED TO BE COMPLETED. I UNDERSTAND AND ACCEPT THAT DAMAGE TO THE VEHICLE MAY OCCUR BECAUSE OF THE INDICATED PROCEDURE. ANY CLAIMS OF DAMAGE MUST BE MADE AT TIME OF SERVICE.

LIGHTNING ROADSIDE / ROADSIDE EXPRESS IS PROVIDING EMERGENCY ROADSIDE ASSISTANCE. ALL LUG NUTS MUST BE RE-CHECKED.

SIGNATURE [Redacted]



**Lightning
Roadside
Inc.**



**Roadside
Express
Inc.**

#2

491292

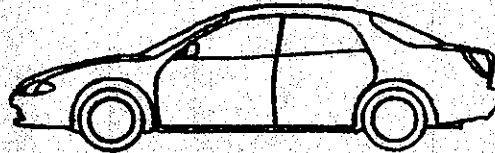
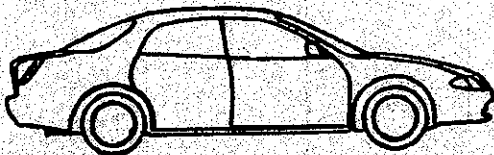
P.O. Box 7838, Hicksville, NY 11802-7838
1-800-586-4626 • 24 Hour Service

DATE: 1 8 11	BILL TO:	PO/ DISPATCH #
[REDACTED]	PHONE:	MEMBER #:
STREET NUMBER & NAME:	CITY:	STATE:
ART:	YEAR:	ZIP:
MAKE: Honda	MODEL: Civic	MILEAGE: 6379
VIN #		I OWN OR HAVE FULL AUTHORIZATION FOR USE AND CONTROL OF VEHICLE DESCRIBED ABOVE AND HEREBY AUTHORIZE WORK INDICATED TO BE COMPLETED. I UNDERSTAND AND ACCEPT THAT DAMAGE TO THE VEHICLE MAY OCCUR BECAUSE OF THE INDICATED PROCEDURE. ANY CLAIMS OF DAMAGE MUST BE MADE AT TIME OF SERVICE.
5 F M 4 F Y P 9 9 15 3 [REDACTED]		
<input type="checkbox"/> LOCKOUT	<input checked="" type="checkbox"/> JUMP	<input type="checkbox"/> FUEL
<input type="checkbox"/> FLAT	<input type="checkbox"/> GOA	
TECHNICIAN:	COMMENTS:	LIGHTNING / ROADSIDE EXPRESS IS PROVIDING EMERGENCY / ROADSIDE ASSISTANCE. ALL LUG NUTS MUST BE RE-TIGHTENED WITHIN 25 MILES OF THIS SERVICE.

AMOUNT DUE \$ _____ PAID: \$ _____

NO DAMAGE

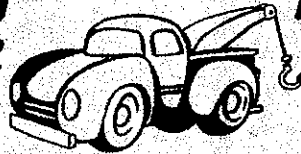
NO DAMAGE



LUG KEY HUB CAP RETURNED _____

**We Sell and Install
Batteries**

**Lightning
Roadside
Inc.**



**Roadside #3
Express
Inc.**

482226

P.O. Box 7838, Hicksville, NY 11802-7838
1-800-586-4626 • 24 Hour Service

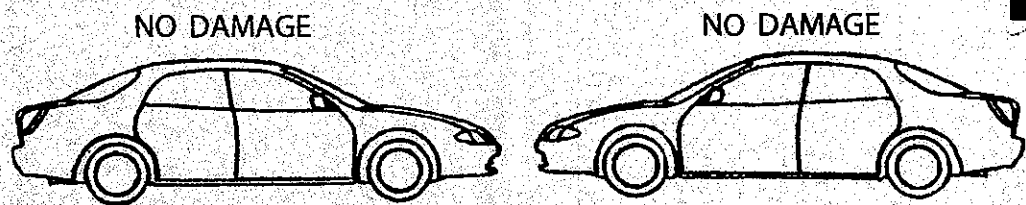
DATE: 1-31-11	BILL TO:	PO/ DISPATCH # 47696
CUSTOMER'S NAME: [REDACTED]	PHONE:	MEMBER #: 375756738
STREET NUMBER & NAME: [REDACTED]	APT: [REDACTED]	CITY: BROOKLYN STATE: NY ZIP: [REDACTED]
MAKE: Honda	MODEL: Pilot	YEAR: 11 COLOR: Gray MILEAGE: 69000

VIN # 5FNYF4993B [REDACTED]

LOCKOUT JUMP FUEL FLAT GOA

TECHNICIAN: [Signature] COMMENTS:

AMOUNT DUE \$ PAID: \$



LUG KEY HUB CAP RETURNED _____

OWN OR HAVE FULL AUTHORIZATION FOR USE AND CONTROL OF VEHICLE DESCRIBED ABOVE AND HEREBY AUTHORIZE WORK INDICATED TO BE COMPLETED. I UNDERSTAND AND ACCEPT THAT DAMAGE TO THE VEHICLE MAY OCCUR BECAUSE OF THE INDICATED PROCEDURE. ANY CLAIMS OF DAMAGE MUST BE MADE AT TIME OF SERVICE.

LIGHTNING / ROADSIDE / ROADSIDE EXPRESS IS PROVIDING EMERGENCY ROADSIDE ASSISTANCE. ALL LUG NUTS MUST BE

**We Sell and Install
Batteries**

Honda Motors

May 31, 2011

To: BBB Auto Line

From: [REDACTED]

[REDACTED] Armonk N.Y. [REDACTED]

Subj: Trade-in of 2011 Honda Pilot Touring Model (A Lemon) for a New 2011 EXL Pilot

My wife and I have decided to trade in our 2011 Honda Pilot Touring Model (A Lemon) for a 2011 Honda Pilot Ex L model because of the following circumstances:

The 2011 Honda Pilot Touring Model (A Lemon) has broken down many times and has been to the dealer for a total of 24 days. It has caused us a great deal of hardship and suffering. by trading in this vehicle for a new one we have incurred a large financial loss which puts a lot of stress on us because we are both retired and live on a fixed income.

We have no other option and are forced to trade this vehicle (a Lemon) since it is not dependable or reliable as was our 2003 Pilot. This new present vehicle breaks down without warning. Brewster Honda cannot find the defect in this vehicle and Honda Motors has not made any real effort to alleviate this recurring problem. They have only made excuses and insinuating remarks which we find really insulting. We live in a rural area and therefore need a vehicle that is dependable to use in our daily lives. We cannot drive the 2011 Honda Pilot Touring (a Lemon) for fear of the vehicle unexpectedly breaking down which is exactly what has been happening. The loss of service for 24 days, running back and forth to the dealer trying to find the defect (which they could not) is totally unacceptable. We have gone above and beyond at this time and now want to be compensated for being forced to trade in this present vehicle (a Lemon). On this trade we have dropped down to purchase a 2011 Honda Pilot Ex L. It is costing us \$5100.31 and we feel that full, not partial reimbursement would be in order. We will not accept anything less. This amount is what I have to pay out of my pocket for another vehicle which I feel is not enough for the hardship that I have endured. If any further information is need for this case, feel free to contact me. I will be looking forward to your reply.

[REDACTED]

cc: Honda Motors Corp.

Honda Motors

May 31, 2011

To: BBB Auto Line
From: [REDACTED]
Subj: Representative of Honda Motors:
Mr. Sergio Salvadore ---Tel. 1-800 999-1009, Ext. 117736

On May 4, 2011, I contacted Honda Motors to lodge a complaint of my 2011 Honda Pilot touring which for the past 10 months has repeatedly broken down by not starting. In turn I had to have road service jump start my new car. I brought the vehicle to the dealer on five (5) different occasions whereby the dealer could not repair the defect.

Sergio Salvadore contacted me several times and during our conversations he kept saying that they were trying to verify the problem. He also stated that I thought there was a problem to which I replied "I know there is a problem"! I asked Mr. Salvadore why Honda Motors did not send an engineer to assist the dealer in finding the problem. He said "this was not possible"!

I stated that in the owner's manual, on Page 516, which reads "the reason that the vehicle keeps breaking down and will not start is that there is probably something wrong with the electrical circuit for the ignition switch, or starter motor. You need a qualified technician or engineer to determine the problem".

Mr. Salvadore's response to me was "we need to verify the problem", which he has said many times.

Also, Mr. Salvadore stated "that the vehicle was built by Honda according to the specifications and was running properly".

My answer was, "how can the vehicle be running properly when it keeps breaking down and had two (2) batteries replaced within a two (2) week period?"

I feel Mr. Salvadore is incompetent and not knowledgeable in how to handle a consumer's complaints by making derogatory remarks to cover up his shortcomings and also the existing defect with my vehicle, along with his negative attitude to our problem.

I was told by one of the technicians at Brewster Honda that the problem could be a contact that is sticking in the electrical system.

I have everything documented so if you need any further information with my case, please feel free to contact me. I look forward to your reply in this matter.

[REDACTED]

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cc: Honda Motors Corp.

Untitled

June 18, 2011

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Blvd.
Mail Stop: 500-2N-7D
Torrance, California 90501-2746

To: President and CEO Mr. Hidenobu Iwata

Subject: 2011 Honda Pilot (Touring Model) ---Vin#5FN9F4H99BB [REDACTED]

In reference to the above vehicle my wife got stuck in traffic numerous times. The battery died and the car would not start. Road service had to be called in order to jump start the vehicle. I brought vehicle to dealer five (5) times and they could not locate the problem. I also notified Honda Motors and the representative gave us the runaround.

We also own a 2003 Honda Pilot EXL which is very dependable and that is why we wanted to add another Pilot to our household.

We are not satisfied and are extremely unhappy with the 2011 Honda Pilot. This vehicle has an electrical defect and is unsafe to drive which has forced us to trade it in for a lower model. I am shocked the way the quality of Honda has declined.

I have enclosed work orders, letters, etc. to show all we have done to rectify this problem so far to no avail.

I would appreciate your attention in this matter.

Respectfully,

[REDACTED]
Armonk, N.Y. [REDACTED]

Tel. [REDACTED]

May 31, 2011

To: BBB Auto Line
From: [REDACTED]
Subj: Defective and Malfunctioning 2011 Honda Pilot, Touring Model

On June 30, 2010 I purchased a 2011 Honda Pilot, Touring Model - White Diamond Pearl:

- No. 1 ---Approximately three months later we started to have a problem. Without a warning the above vehicle died and would not start. Had to call road service to jump start the battery and brought the vehicle to Brewster Honda which is the dealer I purchased the vehicle from. Brewster Honda could not find the problem.
- No. 2 ---On Jan. 19, 2011 the battery went completely dead again and had to call road service to jump start the car. Again I brought the vehicle to Brewster Honda and they replaced the battery but could not find the problem causing the battery to go dead.
- No. 3 ---On Feb. 11, 2011, The battery went completely dead again and again had to call road service to jump start the battery. This time, Brewster Honda stated that they found a short in the wiring to the rear stop light and had to drop the harness to make the repair. They also replaced the battery, the 2nd new battery in a two (2) week period. On the invoice that was given to me, there was no mention of this particular work that as performed to repair the electrical system.
- No. 4 --- On May 3, 2011, the battery again without any warning went dead again. Had to jump start the battery and bring the vehicle back again to Brewster Honda. Again they could not find the defect causing the above problem.
- No. 5 --- On May 4, 2011, Brewster Honda requested me to bring the vehicle to the dealer where they kept it for eighteen (18) days and again, they stated that they could not find the problem. They gave me the vehicle back unrepaired and I was told to bring it back when it breaks down again. I was dumbfounded as this was the most ridiculous thing I ever heard of. This problem has been in existence for the past ten (10) months and I have been very patient. I have complied with their requests and still have the problem. I want something done but not by giving me the vehicle back without resolving the problem. I paid over \$40,000 for this supposedly "top of the line" vehicle, which has a defect! Honda Motors should be ashamed of themselves for the way they treat their customers by not backing up their product.

If any further information is needed, please feel free to contact me on this matter.



cc: Honda Motors Corp.