

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received JAN 24 2012 12-DEC-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10439382</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City DEXTER</p>	<p>State OR</p>	<p>Zip Code [REDACTED]</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNYF4H26BE [REDACTED]</p>		<p>Make HONDA</p>	<p>Model PILOT</p>	<p>Model Year 2011</p>	
<p>Date Purchased 5-18-11</p>	<p>Dealer's Name and Telephone Number Kendall Honda 591-485-6111 800-888-1036</p>		<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: gas</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Eugene OR</p>	<p>State OR</p>	<p>Zip Code 97401</p>		
<p>Transmission Type Auto</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: yes</p>	<p>Incident Date(s) 02-JUN-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 180000 VEHICLE SPEED CONTROL</p>				<p>Failure Mileage 2000</p>	<p>Failure Speed 0</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2011 HONDA PILOT. WHILE STOPPED AT A TRAFFIC STOP, THE CONTACT NOTICED THAT THE VEHICLE WOULD HESITATE WHEN ACCELERATING. THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES FOR DIAGNOSTICS BUT THE TECHNICIANS WERE UNABLE TO DIAGNOSE THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

To Who it may concern,

We bought a 2011 Honda Pilot on 5-18-2011. It has problems going in and out of ECO mode. It is worse coming out of ECO mode. It stutters and acts like it is going to die. It sometimes will go into ECO mode while sitting at a stop sign. Then when I go to pull into traffic it will start to go and stutter and almost die. I have almost gotten hit because of this problem. It will also do it when I pull out to pass someone, again setting up the possibility of being hit under the right conditions. We brought it back to the dealer on 6/20/11 complaining about this problem. They said nothing was wrong with the car. We had it back in on 7/5/11 complaining about the same problem. They spent more time this trip to solve the problem. I was told that even the cars with just a few miles on them have the same problem and it is just a characteristic of that model. I had it back in after almost being hit again on 12/7/11 at a different dealership. There is still no fix for this problem and I am EXTREMELY concerned that I or someone else will get hurt by this problem. I am complaining because the dealer is totally unwilling or able to deal with this problem. Thank you for your help in this matter.

[REDACTED]

[REDACTED]

Dexter, OR [REDACTED]

Phone: [REDACTED]

KENDALL

Visit our web site at
www.kendallauto.com

KENDALL HONDA
846 GOODPASTURE ISLAND
EUGENE, OREGON 97401

(541) 485-6111
(800) 888-1036

CELL: [REDACTED]

CUSTOMER NO. 429122	ADVISOR DERREL DALE	2910	TAG NO. 297	INVOICE DATE 07/05/11	INVOICE NO. HOCS940382
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 1,940	COLOR PLSHD METAL	STOCK NO. H30211
DEXTER, OR [REDACTED]	YEAR / MAKE / MODEL 11/HONDA/PILOT/5DR 4WD LX AT	DELIVERY DATE 05/18/11		DELIVERY MILES 16	
[REDACTED]	VEHICLE I.D. NO. 5 F N Y F 4 H 2 6 B B	SELLING DEALER NO. 200		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/05/11		
[REDACTED]	COMMENTS				MO: 1940

LABOR & PARTS

J# 1 60HZ ENGINE HOURS TECH(S) 1256 INTERNAL

CUSTOMER STATES THE VEHICLE IS RUNNING ABNORMALLY ROUGH IN ECO MODE AND UNDER ACCELERATION THERE IS A DELAY ABOUT 1 SECOND DELAY WHEN DRIVING 45-55MPH SEE HISTORY SEEMS TO STUTTER ON ACCELERATION UNDER NORMAL ACCEL WHEN IN ECO.

TECH VERIFIED CONCERN WHEN THE ECO LIGHT COMES ON THERE IS A JUDDER TECH AND SERVICE MANAGER COMPARED TO OTHER NEW VEHICLES ON LOT VERIFIED SAME CHARACTERISTIC. SERVICE MANAGER SPOKE TO HONDA DPSM AND AMERICAN HONDA IS AWARE OF THIS CHARACTERISTIC HOWEVER NO PRODUCT IMPROVEMENT CAMPAIGN IS AVAILABLE AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

VIN OK..1205

TOTALS

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTIES

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 these parts and/or accessories.

"The shop shall provide every customer, at the time the customer retakes possession of the motor vehicle, with a copy of a dated invoice detailing the cost of all parts and labor involved in the repair, and identifying all parts replacements as being either new, used, rebuilt or reconditioned."

If you are happy let your neighbor know. If you are unhappy please call our service manager.

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

Thank You

KENDALL

Visit our web site at
www.kendallauto.com

KENDALL HONDA
846 GOODPASTURE ISLAND
EUGENE, OREGON 97401

(541) 485-6111
(800) 888-1036

CELL: [REDACTED]

CUSTOMER NO. 429122	ADVISOR DENNIS THOMAS	1255	TAG NO. 228	INVOICE DATE 06/20/11	INVOICE NO. HOC5699644
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 1,517	COLOR PLSHD METAL	STOCK NO. H30211
DEXTER, OR [REDACTED]	YEAR / MAKE / MODEL 11/HONDA/PILOT/5DR 4WD LX AT			DELIVERY DATE 05/18/11	DELIVERY MILES 16
	VEHICLE I.D. NO. 5 F N Y F 4 H 2 6 B B [REDACTED]			SELLING DEALER NO. 200	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 06/20/11	
BUSINESS PHONE [REDACTED]	COMMENTS				MO: 1523

LABOR & PARTS
J# 1 90H0Z FUEL & EMISSIONS HOURS: TECH(S):1256 WARRANTY
 CUSTOMER STATES WHEN COMING OUT OF ECO MODE VEHICLE
 STUTTERS, SEEMS TO BE GETTING WORSE
 COULD THIS BE A ENGINE MOUNT???
 TECH DROVE SEVERAL MILES CAN FEEL AS IT GOES INTO
 AND COMES OUT OF ECO MODE
 THE IS A NORMAL OPERATION

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 14H0Z MPI INSPECTIONS HOURS: 0.00 TECH(S):1256 WARRANTY
 PERFORM WORLD CLASS VEHICLE INSPECTION
 E

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 DROP VIN OK

TOTALS-----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE _____

DISCLAIMER OF WARRANTIES

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 these parts and/or accessories.

"The shop shall provide every customer, at the time the customer retakes possession of the motor vehicle, with a copy of a dated invoice detailing the cost of all parts and labor involved in the repair, and identifying all parts replacements as being either new, used, rebuilt or reconditioned."

If you are happy let your neighbor know. If you are unhappy please call our service manager.

Thank You



POWER HONDA
 4120 Santiam Hwy. S.E.
 Albany, OR 97322

(541) 928-0122

CUSTOMER NO. 94721	ADVISOR LANCE E MARTIN	TAG NO. 961	INVOICE DATE 12/07/11	INVOICE NO. HOCS115708
RESIDENCE PHONE [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 8,082	COLOR PLSHD METAL
	YEAR / MAKE / MODEL 11/HONDA/PILOT/4WD 4DR LX	DELIVERY DATE		STOCK NO.
	VEHICLE I.D. NO. 5 F N Y F 4 H 2 6 B B	SELLING DEALER NO.		DELIVERY MILES
BUSINESS PHONE	COMMENTS		R.O. DATE 12/07/11	PRODUCTION DATE

LABOR - **DIAGNOSE** TECH(S): 920 **WARRANTY**
 # 1 05HOZ01
 CUSTOMER STATES THAT ANY TIME THE VEH GOES INTO ECO MODE THEN TRY TO ACCELRATE THERE IS A DELAY OR HESITATION THEN WHAT FEELS LIKE A HARSH ENGAGEMENT CUSTOMER FEELS PROBLEM OCCURS WHEN COMING OUT OF ECO MODE CHECK AND ADVISE INSPECT AND ROAD TEST VEH FOR CUSTOMER COCERN WITH LAPTOP CONNECTED. TECH DID FEEL A SMALL ENGAGEMENT WHEN GOING IN AND OUT OF OF ECO MODE. THIS IS NORMAL OPERATION FOR THE VEHICLE AND DOES NOT CREATE ANY LONG TERM PROBLEMS. INSPECT FOR CONCERN, VERIFY SMALL ENGAGEMENT WHEN IN OR OUT OF ECO MODE WHICH IS NORMAL FOR THIS VEHICLE.

LABOR - **CAMPAIGN REPAIR** TECH(S): 920 **WARRANTY**
 # 2 17HOZ1
 PERFORM SEAT BELT STITCH RECALL INSPECTION PER BULLETIN 11-059 COMPLETED SEAT BELT STITCH RECALL INSPECTION PER BULLETIN 11-059 - NO FURTHER ACTION

TOTAL - LABOR 0.00

TOTALS-----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

WE AT POWER HONDA WOULD LIKE TO TAKE THIS OPPORTUNITY TO SAY THANK YOU AND TELL YOU THAT WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A SURVEY IN THE MAIL OR PHONE CALL REGARDING THE SERVICES COMPLETED ON YOUR VEHICLE TODAY. IF FOR ANY REASON YOU ARE UNABLE TO ANSWER ALL QUESTIONS AS COMPLETELY SATISFIED PLEASE DO NOT HESITATE TO CONTACT US.

IT IS VERY IMPORTANT TO US THAT OUR CUSTOMERS ARE HAPPY WITH THE SERVICE THEY RECEIVE AT OUR DEALERSHIP! THANK YOU AGAIN, WE LOOK FORWARD TO YOUR NEXT VISIT...

CUSTOMER SIGNATURE

NOTE: SPECIAL ORDERS MUST BE PAID FOR IN ADVANCE AND ARE NOT RETURNABLE UNLESS DEFECTIVE.

MERCHANDISE RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS INVOICE COPY AND IS SUBJECT TO A 20% RESTOCKING CHARGE.

No return on electrical or special order parts. No goods accepted for return without invoice or after 30 days. A 10% handling charge on all parts returned after 10 days. No return without this invoice. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer 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.

REFUND CHECKS WILL NOT BE ISSUED UNTIL COMPLETE VERIFICATION OF CLEARANCE OF ORIGINAL CHECK IS RECEIVED BY CUSTOMER BANK.

We Thank You