

JUN - 6 2013 CL-10519278-1416

[REDACTED]  
Heber City, UT [REDACTED]  
May 28, 2013

Administrator  
National Highway Traffic Safety Administrator  
1200 New Jersey Ave., SE  
Washington, DC 20590

Re: NHTSA Recall 12V-573

Dear Mr. Strickland,

I recently replied to the Honda recall but was denied twice for reimbursement from Honda. The last rejection was via a phone call during which I was told the symptom fixed at my expense was a sticky tumbler. Attached is my letter of explanation in which I explained that my symptoms included an initial interlock failure. Internet searches both at the time of the ignition switch failure and during the recall recounted the same progressive series of failures by other Honda owners.

My request to the NHTSA is that a determination be made: does replacing the ignition switch tumbler mechanism fix or mask the interlock fault. Another way of determining this: is the replacement of the ignition lock assembly, part 35100-S9V-A02 or its successor 35100S9V319NI, included in the procedure to remedy the recalled fault.

If this is the case then Honda has avoided their responsibilities under the recall and many more Pilot owners are owed reimbursement for unintentionally resolving the recalled defect.

As a former supervisor in another federal agency with over 32 years of service, I do not want to add unnecessarily to your workload. However, This determination should not take much effort.

Thankfully yours,  
[REDACTED]

NAM  
6/6/13  
SMD

[REDACTED]  
Heber City, UT [REDACTED]  
April 16, 2013

American Honda Motor Co

Re: Case # N032013-04-0802390

I received your letter dated April 11, 2013 rejecting my recall claim. Unfortunately your recall notice did not provide space for a detailed description of my incident. My ignition key problems with my 2003 Pilot started with the key being able to be removed when the gear selector lever was not in the Park position. Since the car was operable and I always made sure the car was in Park and/or used the parking brake, I did not take the car in to be serviced at my expense. A month or two later the key started to stick in the ignition with the shifter in the Park position, and a few weeks later the steering wheel eventually locked with a stuck key.

Before I had my Pilot towed to a Honda dealership I checked with the Honda owners blog web sights including yours, and this progression of failures was reported. However, Honda refused to repair this at its expense. When I received your recall notice I again reviewed the blog sights which explained that the ignition key series of problems were often caused by the same interlock failure. The fact that I waited until the final stage of failure in no way relieves Honda of its responsibility in this recall.

Unless I receive a satisfactory response as to why my experience of a progressive failure of the ignition switch does not meet the recall criteria, I will notify the National Highway Traffic Safety Administration of Honda's refusal to effect the recall.

I was satisfied with my Honda until this problem and a torque converter failure a few months later which Honda only voluntarily fixed for the identical drivetrain in the MDX. With much disappointment I traded in the stricken Pilot to buy a Suburban which does not have a track record of such serious failures or of favoring one model over another division's identical model in repairing defects.

[REDACTED]

Heber City, UT

SALT LAKE CITY

31 MAY 2013



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