

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 OCT 17 2013 24-JUL-2013		Repository <input type="checkbox"/> Reference No. 10531545	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City LAUREL		State MD		Zip Code			
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 5FNYF4H99BE				Make HONDA		Model PILOT	Model Year 2011
Date Purchased 8/2010		Dealer's Name and Telephone Number Sport Honda 301 890 4700			Engine: No: Cylinders		Fuel Type: unleaded
Original Owner <input checked="" type="checkbox"/>		Dealer's City SILVER SPRING		State MD	Zip Code		
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:	Incident Date(s) 21-MAY-2013
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM						Failure Mileage 27000	Failure Speed
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)		<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 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 2011 HONDA PILOT. THE CONTACT STATED THAT THE VEHICLE WAS SHIFTED INTO PARK WITH THE ENGINE IN OPERATION WHEN THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE FAILED TO RESTART AND WAS TOWED TO THE DEALER WHERE A DIAGNOSTIC TEST WAS PERFORMED AND THE BATTERY WAS REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 27,000.							
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 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.							

June 11, 2013

Robert Fogarty Jr.
General Manager
Sport Honda
3201 Automobile Blvd
Siler Spring, MD 20904

Good Afternoon,

I realize that you are the General Manager of Sport Honda in Silver Spring, Maryland, so I thought I would write directly to you to find out if there was anything YOU could do about my recent situation/incident with my 2011 Honda Pilot Touring purchased from Sport Honda.

On a regular basis since the purchase of my 2011 Honda Pilot Touring I have had my vehicle serviced at Sport Honda..

On May 21, 2013 I experienced a very frightening and concerning incident while driving my 2011 Honda Pilot. On this day my Honda Pilot completely shut off/down on me with no prior warnings. My car would not restart and the brake pedal was accelerated to the floor of my vehicle. I would like for you to consider replacing my current vehicle with a new 2014 Honda Pilot Touring at no additional cost and that all payment on my current Honda are waived.

When this incident happened I tried would get the vehicle to start up but nothing worked so I had to have my vehicle towed to Sport Honda. After examination of my vehicle by Sport Honda I was told that my battery was dead, I found this hard to believe that this was the only issue affecting my vehicle for several reasons 1) I purchased this vehicle new less than 3 years ago 2) no warning signals or signs that my battery was low; and 3) I had a multi point inspection by Sport Honda in March of 2013 that stated my battery was in great working order. So I find it very hard to believe that the battery is the only issue related to why my vehicle completely shut down without warning.

Since this incident my family and I are skeptical and concerned about the safety of this vehicle for fear of another malfunction without warning. This is a safety issue that Honda must address; it appears there is a brake issue and an issue with the maintenance minders with the 2011 Honda pilot.

I have encountered too many problems with my 2011 Honda Pilot besides this one which is very discouraging considering this was a new vehicle. Although the problems with my 2011 Honda Pilot did not start within the time allowed under the Lemon Law I plan to pursue reimbursement for this vehicle.

I thought it important to document this incident with Sport Honda dealership and also the Honda Corporation for any future incidents associated with this type of malfunction.

For me I was lucky this time I was close to home when this happened and not in rush hour traffic. However, when a vehicle completely shut off without prior warning it could be disastrous.

For further discussion I can be reached on [REDACTED] cell or [REDACTED] home.

[REDACTED]

Cc: Takano bu Ito
CEO and President
Honda Corporation

July 23, 2013

Julie K
Automobile Customer Service
American Honda Motor Company, Inc.
1919 Torrance Boulevard
Torrance, California 90501-2746

Julie,

I am in receipt of your letter dated July 18, 2013 regarding my complaint about my Honda Pilot VIN 5FN9F4H99BE [REDACTED] and your attempts to contact me.

Since we did speak last week I would like to move forward with resolving my concerns/complaint. I can be reached on [REDACTED] or [REDACTED] to discuss further.

[REDACTED]