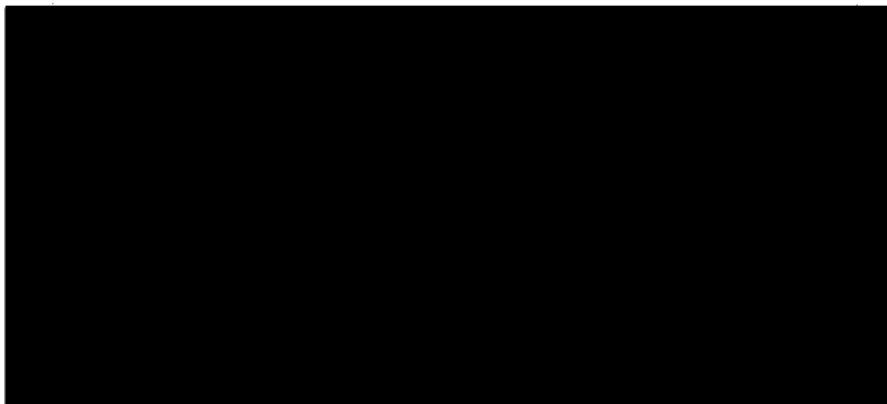


 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 28-FEB-2014	
Name Address City MARINGOUIN		State LA		Zip Code [REDACTED]	
Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]		Reference No. 10566520	
				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 5FN9F3H91CB [REDACTED]		Make HONDA		Model PILOT	
Model Year 2012		Date Purchased 4/17/12		Dealer's Name and Telephone Number Richards Honda 225-928-6100	
Original Owner ☒		Dealer's City Baton Rouge		Engine: No: Cylinders	
State LA		Zip Code 70806		Fuel Type:	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain Multiple Failure:		Incident Date(s) 18-APR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)				Failure Mileage 13000	
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)		☐ 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:		Child Seat Component Code:			
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 2012 HONDA PILOT. THE CONTACT STATED THAT SHE EXITED THE VEHICLE AND NOTICED THAT THE FOG LIGHTS WERE FRACTURED. THE VEHICLE WAS TAKEN THE DEALER FOR INSPECTION WHERE THEY STATED THAT THE FOG LIGHT ASSEMBLY AND THE LIGHT BULB NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED THREE MORE TIMES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 13,000.					
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.					

To whom it may concern,

This letter is in reference to a complaint concerning fog lights on my 2012 Honda Pilot VIN/5FN9F3H91CB [REDACTED]. The information submitted to the manufacturer concerning the faulty fog lights was via phone conversation. I reported the situation/ complaint to the manufacturer two separate times. The lights shatter due to bumps, rocks, and/ or heat which is what I was told when my first light shattered. None of which have been a determined factor in the lights shattering. I am including a repair order from where I purchased two of my lights, a price quote to replace the current one from the dealership the vehicle was purchased at (note this does not include labor which totals to \$325.00), as well as a picture of the shattered light. I have seen the process of replacing the fog light out and it is intense. The backing of the front panel has to be popped out removing several screws before even getting to the light itself. Removal of the screws after so many times could eventually strip the screws causing the front bumper/panel to come off. This has yet to happen, however the last light I had replaced did pop the front panel out a few inches. (Picture is attached). I am unable to pop it back in without bringing it in and having someone loosen all of the screws on the back of the front bumper panel. (Picture attached). Also note that I had to remove the loose glass from the existing shattered light to avoid glass being stepped on by myself, one of my three small children, or puncturing my tires. Please let me know if I can be of further assistance. I apologize for any trouble I may be causing. It's just a major concern in cost, as well as safety.

Sincerely Yours,



Enter your car VIN number:

5fnyf3h91cb

[Decode](#) >>>**Result of VIN decoding process (No guarantee)**

VIN: 5FNYF3H91CB
WMI / VDS / VIS: 5FN / YF3H91 / CB
Model: Pilot
Type: SUV
Make: Honda
Model year: 2012
Manufacturer: Honda Motor Co., Alabama, Lic.
Manufactured in: North America
Plant: Lincoln, Alabama, USA
Sequential number:

[Get Certified Vehicle History Report](#) OR [Get Complete VIN Audit](#) OR [Get Reverse VIN Number Check](#)

Body style: SUV
Body type: 5-Door SUV
Brake system: Hydraulic
Doors: 4
Driveline: 2WD
Engine series: V-6 3.5L
Engine type: V6, 3.5L (211.8 CID) 24V SOHC, I-VTEC; PGM-FI w/Variable Cylinder Mgt - J35Z4
Fuel type: Gasoline
Safety restraints: Driver & Pass Seat Belt, Air Bag, and Side Curtain
Series: Touring w/Rear Ent. Sys
Trim level: Touring

2012 Honda Pilot Touring 2WD 5-Spd AT with DVD

General		Equipment	Colors	Recalls
VIN	5FNYP3H91CB			Get Vehicle History Report NOW
Year	2012	Vehicle		
Make	Honda	Accidents/Service		
Model	Pilot	Engine Type		
Trim Level	Touring 2WD 5-Spd AT with DVD	Driveline		
Manufactured In	UNITED STATES	Ground Clearance		
Body Style	SPORT UTILITY 4-DR	Front Brake Type		
Transmission	5-Speed Automatic	Rear Brake Type		
MPG Hwy	No data miles/gallon	Anti-Brake System		
MPG City	No data miles/gallon	Standard Seating		
Dealer Invoice	No data USD	Optional Seating		
MSRP	No data USD	Tires		
		Wheelbase		
		Curb Weight		

2012 Honda Pilot Touring 2WD 5-Spd AT with DVD

General	Equipment	Colors	Recalls
Trim Level	Touring 2WD 5-Spd AT with DVD	Manufactured In	UNITED STATES
Body Style	SPORT UTILITY 4-DR	Engine Type	3.5L V6 SOHC 24V
Driveline	FWD	Tank	---
City MPG	---	Highway MPG	---
Anti-Brake System	---	Steering Type	---
Front Brake Type	---	Rear Brake Type	---
Turning Diameter	---	Front Suspension	---
Rear Suspension	---	Front Spring Type	---
Rear Spring Type	---	Tires	---
Front Headroom	---	Rear Headroom	---
Front Legroom	---	Rear Legroom	---
Front Shoulder Room	---	Rear Shoulder Room	---
Front Hip Room	---	Rear Hip Room	---
Curb Weight	---	Curb Weight	---
Overall Length	---	Overall Width	---
Overall Height	---	Wheelbase	---
Ground Clearance	---	Track Front	---
Track Rear	---	Cargo Length	---
Width at Wheelwell	---	Width at Wall	---
Depth	---	Standard Seating	---
Optional Seating	---	Passenger Volume	---
Cargo Volume	---	Standard Towing	---
Maximum Towing	---	Standard Payload	---
Maximum Payload	---	Standard GVWR	---
Maximum GVWR	---	Warranty Duration	---
Warranty Distance	---	Powertrain Warranty	---
Powertrain Warranty	---	Duration	---
Distance	---	Rust-duration	---
Rust-distance	---	MSRP	---
Dealer Invoice	---	Destination Charge	---
Child Safety Door Locks	---	Locking Pickup Truck	---
Power Door Locks	---	Tailgate	---
4WD/AWD	---	Vehicle Anti-Theft	---
Automatic Load-Leveling	---	ABS Brakes	---
Limited Slip Differential	---	Electronic Brake	---
Traction Control	---	Assistance	---
Driver Airbag	---	Locking Differential	---
Front Side Airbag with	---	Vehicle Stability Control	---
Head Protection	---	System	---
Side Head Curtain Airbag	---	Front Side Airbag	---
Second Row Side Airbag	---	Passenger Airbag	---
with Head Protection	---	Second Row Side Airbag	---
First Aid Kit	---	Electronic Parking Aid	---
Keyless Entry	---	Trunk Anti-Trap Device	---
Air Conditioning	---	Remote Ignition	---
Cruise Control	---	Separate Driver/Front	---
Tilt Steering	---	Passenger Climate	---
Heated Steering Wheel	---	Controls	---
Steering Wheel Mounted	---	Tachometer	---
Controls	---	Tilt Steering Column	---
Adjustable Foot Pedals	---	Leather Steering Wheel	---
Tire Pressure Monitor	---	Telescopic Steering	---
AM/FM Radio	---	Column	---
CD Player	---	Genuine Wood Trim	---
DVD Player	---	Trip Computer	---
Navigation Aid	---	Cassette Player	---
Subwoofer	---	CD Changer	---
Driver Multi-Adjustable	---	Voice Activated	---
Power Seat	---	Telephone	---
Front Heated Seat	---	Second Row Sound	---
Front Power Memory Seat	---	Controls	---
Leather Seat	---	Telematics System	---
Second Row Folding Seat	---	Front Cooled Seat	---
Second Row Multi-	---	Front Power Lumbar	---
Adjustable Power Seat	---	Support	---
Third Row Removable	---	Front Split Bench Seat	---
Seat	---	Passenger Multi-	---
Cargo Area Tiedowns	---	Adjustable Power Seat	---
Load Bearing Exterior	---	Second Row Heated Seat	---
Rack	---	Second Row Removable	---
Power Sunroof	---	Seat	---
Manual Sunroof	---	Cargo Area Cover	---
Daytime Running Lights	---	Cargo Net	---
		Pickup Truck Bed Liner	---
		Removable Top	---
		Automatic Headlights	---
		Fog Lights	---

High Intensity Discharge		Pickup Truck Cargo Box	
Headlights		Light	
Running Boards	---	Front Air Dam	---
Rear Spoiler	---	Skid Plate	---
Splash Guards	---	Wind Deflector for	---
		Convertibles	---
Power Sliding Side Van	---	Power Trunk Lid	---
Door			
Alloy Wheels	---	Chrome Wheels	---
Full Size Spare Tire	---	Run Flat Tires	---
Steel Wheels	---	Power Windows	---
Electrochromic Exterior	---	Glass Rear Window on	---
Rearview Mirror		Convertible	---
Heated Exterior Mirror	---	Electrochromic Interior	---
		Rearview Mirror	---
Power Adjustable	---	Deep Tinted Glass	---
Exterior Mirror	---		
Interval Wipers	---	Rain Sensing Wipers	---
Rear Window Defogger	---	Rear Wiper	---
Sliding Rear Pickup Truck	---	Tow Hitch Receiver	---
Window			
Towing Preparation	---		
Package			

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

[illegible]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE,
 INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

- ☐ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):

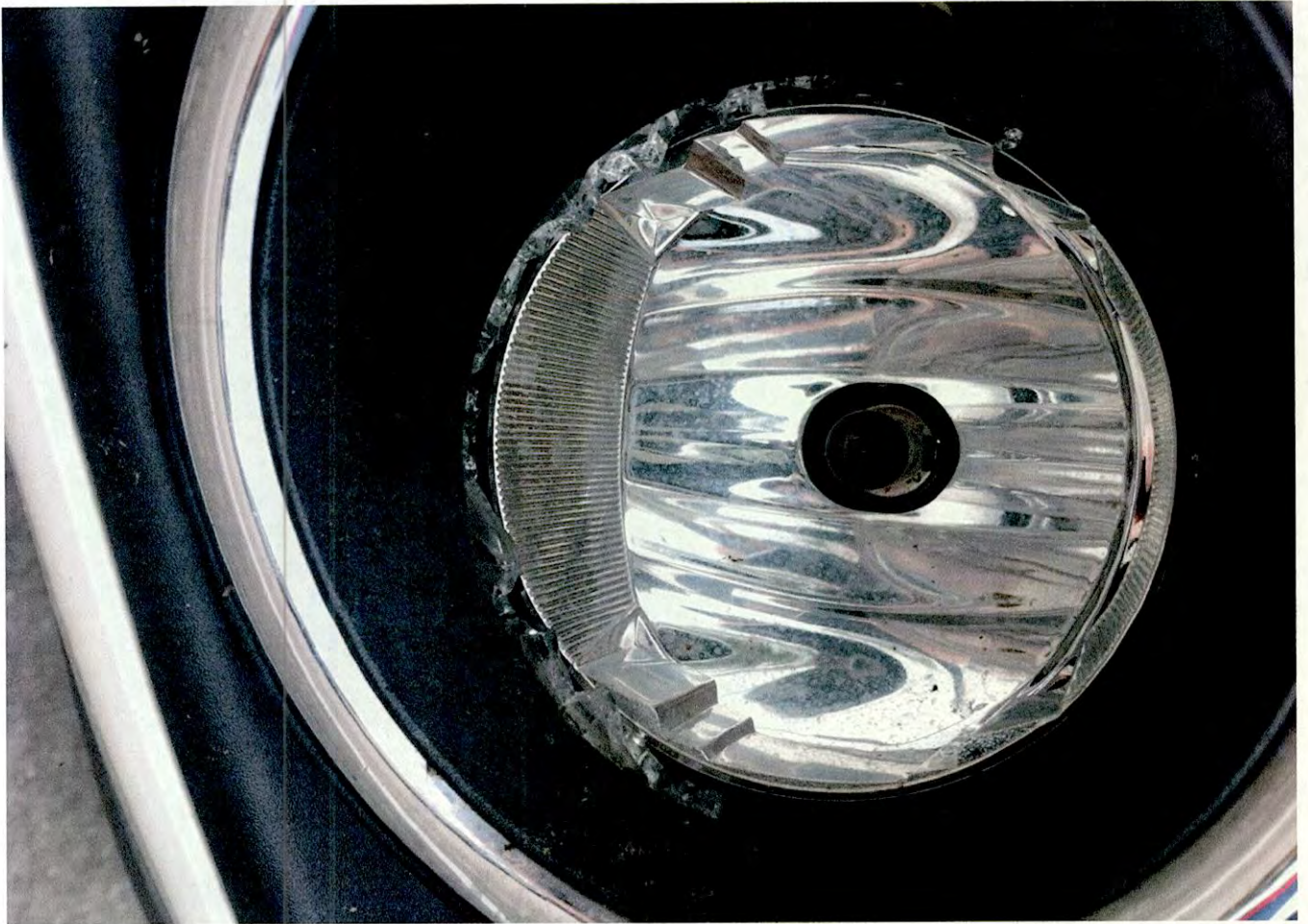
- This amount includes a charge of \$ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initiaing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$_____ will be applied.

SIGNED

DATE _____







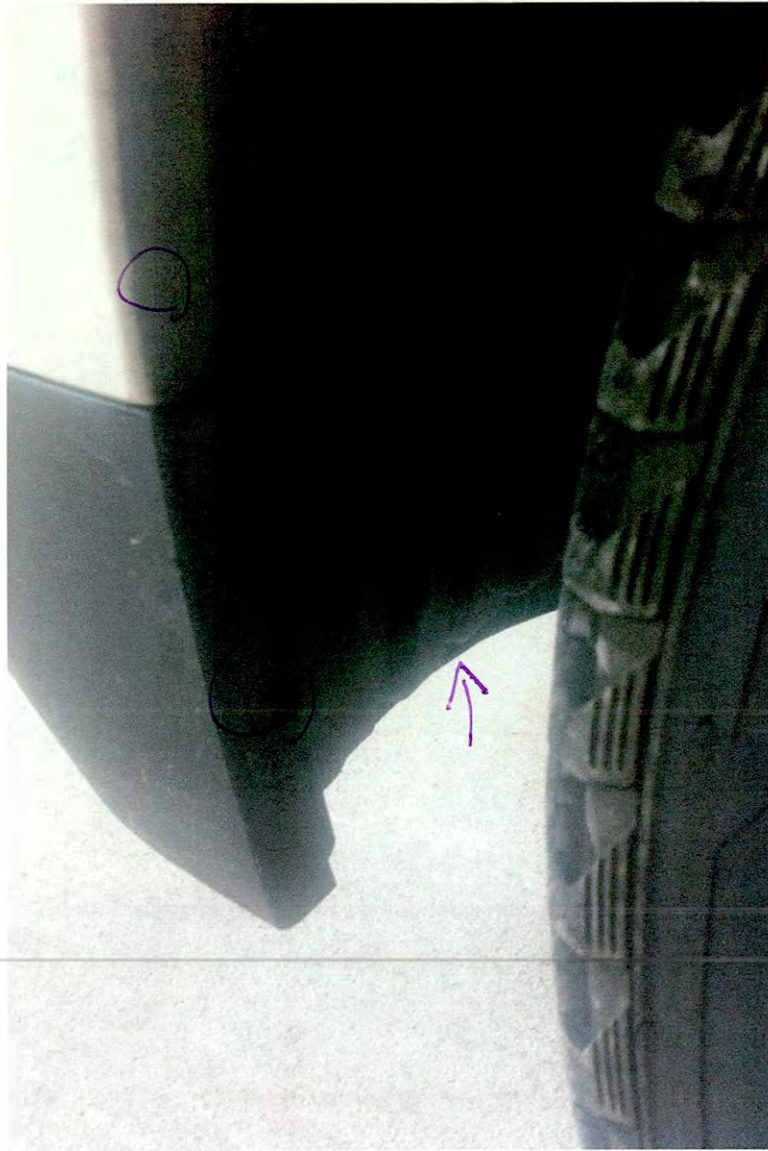
bumper has popped
out from last fog light
replacement.



screws + back panel that have to be removed before the fog lights can be replaced. There are about 5 on the white part and about 6 more on the black part to remove.



Screws that have to be popped
out to remove the back bumper panel.



Panel that has to be removed
for new fog lights.