

JUN 5 - 2015

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 06-MAR-2015	
				Repository ☐ Reference No. 10692597	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
MEMPHIS		TN			
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			Make	Model	Model Year
2HKYF18554H			HONDA	PILOT	2004
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Nov. 2004	DOBBS HART, 1990, Curington Pike			V6	
Original Owner	Dealer's City	State	Zip Code	No. Cylinders	
X	Memphis	TN	38128	6	3.5 LTR
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
5-SPD	☒ Cruise Control				15-APR-2006
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, ENGINE (PWS)				Failure Mileage	Failure Speed
Car Battery					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
			235/70 R16		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment	Failure Location:			
	☐ Prior Repair				
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2004 HONDA PILOT. THE CONTACT STATED THAT THE VEHICLE FAILED TO START. THE CONTACT ALSO STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V351000 (AIR BAGS); HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.					
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)

Brief Descriptions is submitted in
attach sheets.

All the Batteries were purchased from
and installed by AutoZone.

We tried to get statements from AutoZone,
however, we were able to get short info from
them which is also attached herein

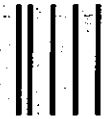
ATTACH ADDITIONAL SHEETS IF NECESSARY

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?

Also:
Use the enclosed
form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236

NHTSA

U.S. Department of Transportation
National Highway Traffic Safety Administration

SAFER CAR

Honda complaint

Inbox x

2:00 PM (4 hours ago)

[REDACTED]
to me

Hi

We purchased the Honda Pilot in 2004. Since the very beginning of our ownership, the car battery gave us issues. It would die repeatedly. Within a month of ownership, our battery died. We had it replaced. Regardless of countless new batteries, the car doesn't function for more than one day. We have had the car checked out several times a year since our purchase. We have been told repeatedly that everything is functioning fine. However since our purchase of the car we have had the battery replaced numerous times. The car battery just dies. We have spent thousands of dollars behind this car since the time of purchase. We have not had any accidents. There should be no reason for someone to spend over \$35,000 on a car and then have the inconveniences and costs that we have had.

Please find a way to rectify our inconveniences.

Thank you
[REDACTED]

Sent from my iPhone

— Confidentiality Notice —

The information contained in (or attached to) this electronic message may be legally privileged and/or confidential information. If you have received this communication in error, please notify the sender immediately and delete the message.

owner of vehicle.

Contact #

[Click here to Reply or Forward](#)

.06 GB (13%) of 15 GB used
[Manage](#)

[Terms - Privacy](#)

[Last account activity: 25 minu](#)

e683f1c9e6c

Honda Pilot 2004 complaint continue.....

Recently, when we received recall notice for Airbag defect in Honda, visited twice at Auto Nation Honda at Hacks cross road, Memphis ,TN. To fix the problem, at the same time we also noticed the signed came up, on the left side in the bottom on the Driver's side which looks like "Air Bag sign". I told the service Manager to check the same, He told me that I will have to pay \$119/.for check up. I did not pay to do it. It looks like another defects of Honda Pilot 2004. that requires also Investigation by Department of Safety. We humbly, request you to take up the matter with Honda company and asked them to fix our Battery issue and Air Bag signed free of charge.



Customer History Report

*** AUTOZONE 2090 ***

02/23/2015

17:30:07

Page 1

Customer History Report

	DATE	TRANS#	SKU#	PART#	DESCRIPTION	RETAIL	WARR	RTN
<001>	09/13/2013	649437	832327	24F-DLG	24F-DLG DURALAS	119.99	060	Y
<002>	09/13/2013	551167	164362	24FS-DLG	24FS-DLG DURALA	119.99	060	Y
<003>	09/13/2013	674322	164362	24FS-DLG	24FS-DLG DURALA	119.99	060	N
<004>	03/02/2009	868739	832327	24F-DLG	24F-DLG DURALAS	89.99	096	Y
<005>	03/02/2009	561800	832327	24F-DLG	24F-DLG DURALAS	89.99	096	Y
<006>	03/02/2009	916792	832327	24F-DLG	24F-DLG DURALAS	89.99	096	Y
<007>	03/02/2009	916792	832327	24F-DLG	24F-DLG DURALAS	89.99	096	Y

Complaint
10692597



2004 PILOT SDR EX-L

VEHICLE NUMBER: 2HKYF18554H

ENGINE NUMBER: J35A4-3519342 EXT: SANDSTONE METALLIC

CONTROL NUMBER: INT: SADDLE

STANDARD EQUIPMENT AT NO EXTRA COST

* TECHNICAL FEATURES *

- 240hp 3.5-Liter SOHC 24-Valve VTEC V6 Engine
- EPA Low Emissions Vehicle Certified (LEV)
- 5-Speed Automatic Transmission with Grade Logic Control
- VTM-4 4-Wheel Drive System
- Electronic Brake Distribution System (EBD)
- Variable-Assist Power Rack and Pinion Steering
- Front MacPherson Strut Suspension
- Rear Multi-Link Suspension
- Front and Rear Stabilizer Bars
- 105K Miles-No Scheduled Tune-Ups (Under Normal Conditions)

* SAFETY FEATURES *

- Driver's and Front Passenger's Airbags (SRS)
- Driver's and Front Passenger's Side Air Bags
- Anti-Lock Braking System (ABS)
- 3-Point Seat Belts
- Lower Anchors and Tethers for Children (LATCH)
- Security System and Immobilizer Anti-Theft System
- Remote Keyless Entry System

* INTERIOR FEATURES *

- Leather Trimmed Seating Surfaces
- Front and Rear Synchronized Automatic Climate Control System with Air Filtration System

- Multi-Functional Center Console Storage with Cellular Phone Cradle
- AM/FM/Cassette/CD Stereo with Anti-Theft Feature & 7 Speakers including Subwoofer
- Steering Wheel Audio Controls
- 8 Passenger Seating with Split Folding 2nd and 3rd Row
- Driver's 8-Way Power Seat with Adjustable Lumbar Support
- Heated Front Seats
- Cruise Control
- Power Windows w/ Driver's Side Auto-Up feature
- Power Door Locks
- 2nd Row Fold Down Activity Tray
- 2nd & 3rd Row Grab Rail with Integrated Map Lights
- HomeLink System
- Grocery Bag Hooks
- Cargo Area Tie-Downs
- Sunglasses Holder
- Front and Rear Beverage Holders
- Floor Mats

* EXTERIOR FEATURES *

- 16"x6.5" Alloy Wheels
- 235/70 R16 104S All Season Tires
- Auto-Off Headlights
- Body-Colored Side Molding
- Heated Power Door Mirrors
- Roof Rails
- Rear Privacy Glass
- Rear Window/Wiper Washer
- Rear Window Defroster with Timer

Manufacturer's Suggested
Retail Price

\$30,870.00

Full Tank of Fuel

No Charge

Destination and Handling

490.00

PARTS CONTENT INFORMATION
FOR VEHICLES IN THIS CARLINE
 U.S./Canadian Parts Content: **70%**
 Major Sources of Foreign Parts Content:
JAPAN 10%

NOTE: Parts content does not include final assembly, distribution or other non-parts costs.

FOR THIS VEHICLE
 Final Assembly Point:
ALLISTON, ONTARIO, CANADA
 Country of Origin: **U.S.A.**
 Transmission: **JAPAN**

This label has been affixed to this motor vehicle by American Honda Motor Co., Inc. in U.S.A. pursuant to PUBLIC LAW 85-506 which prohibits the removal or alteration of this label prior to delivery to the ultimate purchaser.

Gasoline, license and title fees, state and local taxes and dealer installed options and accessories are not included in the manufacturer's suggested retail price. Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service.

Pursuant to California State Vehicle Code Section 24011.3, "This vehicle is equipped with bumpers that can withstand an impact of 2.5 miles per hour with no damage to the vehicle's body and safety systems, although the bumper and related components may sustain damage. The bumper system on this vehicle conforms to the current federal bumper standard of 2.5 miles per hour."

DEALER 207321

DOBBS HONDA ON COVINGTON
 1990 COVINGTON PIKE
 MEMPHIS, TN 38128

PORT OF ENTRY
 DELIVERY POINT
 SHIP #
 ROW/SPACE
 TRANSPORTATION METHOD

BUFFALO
 JACKSONVILLE
 279.009
 L30 NASHVILLE

ORIG. DLR.
 REF. NO.
 HN CODE
 EMISSION

HN-6603
 50 STATE

VIN: 2HKYF18554H

TOTAL VEHICLE PRICE
(Includes Pre-Delivery Service)

\$31,360.00

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

17

ACTUAL MILEAGE will vary with options, driving conditions, driving habits and vehicle condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 AND 20 mpg in the city and between
18 AND 26 mpg on the highway



HIGHWAY MPG

22

FOR COMPARISON SHOPPING, all vehicles classified as **SPEC. PURPOSE** have been issued mileage ratings ranging from

10 to 24 mpg city and
14 to 30 mpg highway

Estimated Annual Fuel Cost
\$1105

see www.fueleconomy.gov

APT. 105, MEMPHIS, TN

TO,

U.S. Department of Transportation

NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION,

1200 NEW JERSEY AVENUE, S.E.

WASHINGTON, D.C.

20590-0001

JUN 3 2015

20590-0001