



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

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 04-AUG-2015

Repository

Reference No. 10746219

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HARWICH State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
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: 5FNYP3H78CB [REDACTED]
Make HONDA Model PILOT Model Year 2012
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type [REDACTED] Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 04-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) Failure Mileage 33050 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

2012 HONDA PILOT CERTIFIED PRE OWNED PURCHASED FROM HENDRICKS HONDA, BRADENTON, FL. I PURCHASED 1/27/2015. ORIGINAL IN SERVICE 4/19/2012. IN FLORIDA. VEHICLE HAS NOT BEEN IN WINTER WEATHER OR ON SALTED ROADS SINCE ORIGINAL IN SERVICE DATE. APPR. 1 WEEK AFTER PURCHASE I BROUGHT TO THE ATTENTION OF USED CAR DEPT. PERSONEL THAT ALL 4 BRAKE ROTORS WERE SHOWING RUST ON ALL NON BRAKING SURFACES. I WAS TOLD THIS WAS NORMAL AND THEY WOULD NOT ADDRESS THIS ISSUE. I SUBSEQUENTLY RETURNED WITH VEHICLE TO MY HOME IN MASS. RUST ON ROTORS PROGRESSED TO POINT OF LOOKING LIKE IT WOULD AFFECT THE INTEGRITY OF THE ROTOR. UPON RRETURNING TO MY HOME IN MASS. I BROUGHT IT TO THE SERVICE DEPT OF ORLEANS AUTO, AS SUBSIDIARY OF THE AUTHORIZED HONDA DEALER; HYANNIS HONDA, AND WAS TOLD THAT HONDA WOULD NOT ADDRESS THIS ISSUE. AUG 4. 2015, I BROUGHT THE VEHICLE TO HYANNIS HONDA TO BE INSPECTED BY SERVICE MANAGER; NORMAN LAMARRE, AND SERVICE DIRECTOR, RENE EANSEREAU. BOTH CONFIRMED THAT THIS IS A COMMONLY SEEN PROBLEM ON RECENT HONDA VEHICLES AND A KNOWN HONDA PROBLEM, THEY HAVE DEALT WITH MANY TIMES OVER MANY YEARS AND HAVE HAD MANY COMPLAINTS. HOWEVER AMERICAN HONDA WILL NOT COVER RUST ON ROTORS AS A WARRANTY. THIS IS UNACCEPTABLE AS THIS IS A SAFETY ISSUE THAT AMERICAN HONDA IS REFUSING TO ADDRESS. I AM REQUESTING YOUR ASSISTANCE IN THE MATTER. I AM CONVINCED THAT THE THE INTEGRITY OF THESE BRAKE R

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.

[Redacted]

Attouch, MA [Redacted]

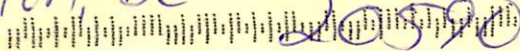
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US Dept. of Transportation
~~NTSB~~ Hwy + SAFETY
1200 New Jersey Ave. S.E.
Washington, DC 20590

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