

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 08-OCT-2015 APR 01 2016	
				Repository ☐	
				Reference No. 10780790	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
LANCASTER		PA			
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			Make		Model
2HKYF18614H			HONDA		PILOT
Model Year		Engine:		Fuel Type:	
2004		No: Cylinders			
Date Purchased	Dealer's Name and Telephone Number		Original Owner		
10/2012	Landis Enterprises		[]		
Original Owner	Dealer's City		State	Zip Code	
	Ephrata		Pa	17522	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Automatic	☒ Cruise Control		Engine replaced Need new Heating system		05-OCT-2015 never recalled by seve cum
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				143685	
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: DOTM9ABC036)		☐ 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:			
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			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 WHILE PARKED AND STARTING THE VEHICLE, THE KEY FELL OUT OF THE IGNITION SWITCH AND THE VEHICLE POWERED OFF. THE VEHICLE WAS ABLE TO RESTART AFTER SEVERAL ATTEMPTS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE INTERLOCK LEVER AND THE IGNITION CYLINDERS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 12V573000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 143,685.					
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)

This model has several major problems some was recalled to be fixed or replaced. However I very disappointed in the lack of help I recieved ~~from~~ from Honda and National Highway Traffic Safety Administration department It was a waste of time ~~placid~~ reporting my concerns to this department. I will add my comments to the several hundreds blog about my experience with NHTSA. Its a true crime to have a department paid by taxes payers and they (NHTSA) does "nothing".

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

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US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, NHT-010

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Defects Questionnaire (VQO)
U.S. Department of Transportation
National Highway Traffic Safety Administration