



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: 10-JUL-2018  
**AUG 21 2018**  
Repository   
Reference No. 11110415

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: GRAND RAPIDS State: MI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:  
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: 5FN9YF6H5XH [REDACTED]  
Make: HONDA Model: PILOT Model Year: 2017  
Date Purchased: Sept 2017 Dealer's Name and Telephone Number: Serra (family Ruckman) Honda  
Original Owner:  Dealer's City: Grandville State: MI Zip Code: [REDACTED]  
Engine: No: Cylinders: 4 Fuel Type: gas  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 01-DEC-2017  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM  
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: 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  Yes  No Fire  Yes  No  
Number of Persons Injured: Number of Deaths: 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 2017 HONDA PILOT. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE JERKED FORWARD AND THE WINDOWS FUNCTIONED INDEPENDENTLY. THE DEALER (SERRA HONDA GRANDVILLE, 4260 KENOWA AVE SW, GRANDVILLE, MI) WAS UNABLE TO DUPLICATE THE FAILURES. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS APPROXIMATELY 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 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.

Subject 15-1619

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

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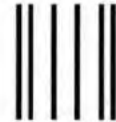
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

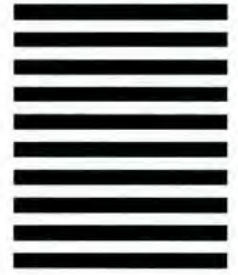
**National Highway  
Traffic Safety  
Administration**

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**



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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, NEF-100  
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](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

6 August 2018

Dear Mr. Reid,


Enclosed is information and correspondence concerning our 2017 Honda Pilot. I've been told my whole life the government it there to help and protect consumers, yet so far we are getting the run around and told to hire a lawyer ! I am not wealthy, but I am a citizen supposedly with rights.

This vehicle was made in Alabama during September 2017. Five hurricanes hit that month, TWO of which when Category 5. Can you find out if the factory and place they store the vehicles was damaged? Honda refuses to get into this and others won't look into it. The vehicle was over a week late and have issues from the start.

Their gas mileage is based on unrealistic speeds, down right illegal. Honda and others state its all EPA doing. Well someone Needs to look into this and take action. I would have never gotten this vehicle if I knew about the illegal speeds they test drive at. Why is Honda's mpg higher than all other similar sized vehicles, including their 2014 and older models?

Thanks you for your time and help in the matter.

Sincerely,



Walker MI

Attorney General  
Bill Schuette  
PO Box 30213  
Lansing, Mi 48909

6 July 2018

Dear Mr. Attorney General Schuette,

*We need your Help.*

Issues:

I, [REDACTED] drive a 2017 Honda Pilot, my mother [REDACTED] is on the title and signed the contract with Honda. My previous vehicle was a 2009 Honda CRV which I drove till I got the Honda Pilot. The Pilot is sorely misrepresented on multiple levels and there are numerous concerns and issues.

When looking for vehicles I was looking for a full sized vehicle. I obtained the MPG and dimensions of several vehicles online, the Honda Pilot had the best MPG at 20/27. How ever at the dealer the spec sheet had the MPG at 18/26, still above the others including the Honda Pilot 2014 model.

I have not come close to these MPG numbers. I have even been to California and back with this Pilot. On the way there is was averaging low 20s according to the on board computer, which in my Honda CRV when ever I did the mileage manually Hondas computer always ran 3-4 miles above actual numbers, I have heard this echoed on You Tube *car videos that the computers tend to run high, giving false inflated MPG.* On the way back to Michigan the Pilot was averaging according to their computer 19mpg, *not* towing anything and doing the speed limit.

The dealership blames my driving and gasoline I use. I told them the only thing in my life that has changed is the vehicle. To which the serviceman, Dwain gave me a Honda Product Characteristic Sheet concerning mileage. It states Honda test drove city at 20mph minus 10%, which is 18mph and highway at 48mph minus 22%, which 37mph.

37 mph on the highway that is *not* legal. Doing this speed will get you a ticket for going too slow and would be very dangerous; most highways are 70mph with a minimum of 55mph, no where near Honda's 37mph. There is no city I know of that you can legally go 18 mph, not even in a school zone. These are unrealistic speeds to test a car and it is deceptive to claim average MPG to consumers at these test speeds.

This Pilot was made in September 2017. We were told it would go into production on the 9<sup>th</sup>, be inspected on the 13<sup>th</sup> and we would receive it a few days later. That was not the case, we did not receive it till the 26<sup>th</sup>, over a week late and it was not prepped properly.

This Pilot was made in the Gulf State of Alabama, in Lincoln. At the time of production there were 5 hurricanes, 2 of which were category 5. The car was delivered over a week later than promised. This Pilot has numerous intermittent issues, both electrical and non electrical. We have to wonder if this car is a swamp buggy suffering from hurricane water damage.

Issues which are all intermittent:

- Has lurched forward when put in drive
- has jerked back when put in park
- MPG is no where close to stated average
- engine labors, can be sluggish and loud, it feels unsafe especially on mountains
- brakes squeak
- shifts hard, makes clunk noise
- back up camera
- slider on console works hard
- doors close hard
- windows open without touching fob
- seat belt
- hood is unstable, shakes feels like it will rip open while driving
- odometer
- need oil changes more often in Pilot than CRV
- heated seats
- windows shake when wet, this was happening before the tint was applied
- vents
- climate control
- binging sound is distorted like electronic system is about to die
- radio signal is poor

-clock will not change corners

-spotty windows and chrome, even finish of paint

Are the issues this Pilot is having due to water damage incurred during its production in Alabama during the catastrophic and most costly hurricane season on record? We think this is very plausible, especially when coupled with the prolonged delay of receiving the Pilot. Has Honda dumped questionable vehicles on unassuming customers? Adding this to Honda's admittance of testing the MPG at illegal and down right dangerously slow speeds that are not based on actual and typical speed limits, this is a total misrepresentation of what the Pilot is.

Attempts to correct issues:

Dealership:

I have taken it into dealership who has blamed me for issues. They did give me 3 Honda Product Characteric Sheets: the mileage sheet, states they test drive city at 18 mph and highway at 37 mph, so its not my fault for the poor MPG since I'm doing the speed limit; the radio sheet, states the signal is poor due to "buildings, hills or large trucks" (I never had radio reception issues in my 2009 Honda CRV); the automatic transmission sheet, states their Grade Logic can "be perceived as a harsh, unexpected downshift....to help the vehicle run smoothly" how can you honestly use "harsh" and "smooth" to explain the same thing. Concerning squeaking brakes Dwain said it was due to rust...on a car not even 10 months old.

I have told the salesperson, [REDACTED] and serviceperson, Dwain that this vehicle is misrepresented on many levels.

I have written [REDACTED] stating we want a refund of the full purchase price of the Pilot plus the CRV trade in value price plus the cost of customizing. No one from Serra (formally named Rivertown) Grandville Honda has contacted us.

America Honda Corporation:

I hand wrote a letter in February 2018 voicing my frustrations and concerns, asking for a replacement. I provided my address in the letter and on the envelope, as a way to contact me but they claimed I gave them no contact information. They refused to make contact with me by mail. They did contact my mother [REDACTED] by phone and mail (whose information I had *not* given). *Being that she did not contact them and rarely drives the Pilot she told them to contact me.*

In June 2018 I wrote them again and sent a copy of the letter we sent to their dealer. Kathryn left me a voicemail on 28 June 2018. I called back, leaving my number with Anthony and on her voicemail to which she called my mom, [REDACTED] and talked with her about some of the issues and told [REDACTED] I have never given them any contact information. Later that day I spoke to Kathryn who was very rude and had no interest in having a conversation and making things right. She told me to go back to dealership and if I don't like them, go to another dealer; that the EPA test drives the cars on a machine which is unreliable and Honda Corp can't be held responsible for the dealership or the EPA or the government, even though it is Honda Corp who is responsible for the manufacturing and advertisement of their product. Kathryn stated the government makes them do things, even the poor radio signal is not their fault but the governments. When I brought up that the costliest hurricane season on record of 2017 happening during the production of this Pilot she snapped saying she doesn't care about weather from a year ago. She said my 2 options were to go back to the dealer or get a Honda mediator when I asked for the phone number to the mediator she refused to give it to me and suddenly claimed the phone signal was bad and could no longer hear me.

**Solution:**

We feel we are entitled, due to Honda's misrepresentation and questionable circumstances at the time of production, to a refund of the full purchase price of the Pilot plus the CRV trade in value price plus the cost of customizing.

Enclosed are the letters we have sent to Honda (I don't have a copy of the hand written one), papers from the last time I took it in, the Honda Product Characteristic Sheets, factory spec sheet and their online claim of MPG.

Please help us. Thank you for your time. Sincerely,

[REDACTED]

[REDACTED]

Walker Mi [REDACTED]

22 June 2018

Serra Honda Grandville  
4260 Kenowa Ave SW  
Grandville, Mi 49418  
ATTN [REDACTED]

Dear [REDACTED]

The 2017 Pilot is not advertised honestly, one of the most important misrepresentations is the mileage. We picked the Pilot since it is suppose to get the same mileage as my former 2009 Honda CRV that I drove from 2009 to 2017, But the Pilot is not even close. I'm averaging in the low and mid-teens for mpg.

Honda service department blames my driving and my maintenance for this, but the only thing that has changed in my life is the vehicle I'm using. According to Honda's Product Characteristic Sheet for Actual Fuel Mileage Varies From Estimated Figures which I received from Dwain at the Grandville dealership on 8 June 2018, Honda test drove city at 20mph than subtracted 10% and highway at 48 mph than subtracted 22%.

These are unrealistic speeds to the point of illegal. Many highways are 70 mph with a minimum of 55 mph, both limits are well above your test speed of 48 mph-22%.

The radio: my far cheaper CRV worked well, but on the \$40,000 Pilot it does not. The Honda Product Characteristic Sheet for Poor Radio Reception from Dwain states, due to "buildings, hills and large trucks" the radio won't hold a signal. Ludicrous, the cheaper CRV had no issues holding a signal. The Sheet in the "What can be done section" instructs that to make sure that it is radio issue versus a speaker issue to "play a cassette or CD in the player to make sure you're not mistaking a speaker problem for a "radio reception" problem." In this \$40,000 vehicle I have neither a cassette nor CD player! You are giving instructions that are completely incompatible with the situation. Why mention a cassette player? Back in the day my brand new 2000

pick up truck did not even have a cassette player. The cassette "technology" is so old and outdated that it has NOT been in the majority of cars a good 20 years.

If the Pilot was truthfully advertised we would have NEVER gotten it, nor spent \$940 in customizing.

The Pilot it has lurched forward and jerked backed when changing gears, which is concerning. It has shifted hard and the engine labors at times. One day it can handle a mountain the next the engine sounds like it is going to rip out of the vehicle. The Pilot feels very unsafe. I am use to driving in mountains when out west earlier this year the one day it was *unnerving* the way the Pilot was behaving, the engine was loud and labored. I was not towing anything and the mountain was not steep enough to have any warning to turn off AC, which I did not have on, yet due to the way the vehicle was behaving I cut the speed by over half the posted limit. Dwain gave me a Honda Product Characteristic Sheet on the Automatic Transmission Downshifts while Descending.

The Sheet says Honda uses "grade logic" which can "*be perceived as a harsh, unexpected downshift*"..."what can be done...test-drive a similar vehicle...indeed a normal characteristic of automatic transmission that has grade logic"...Further explanation: when you're going uphill grade logic uses "ascending control" to keep the transmission in lower gears and eliminate frequent or excessive upshifts and downshifts. Sometimes this **normal characteristic** effect might be perceived as the transmission not upshifting normally. In this, case, grade logic, is in fact, intended to *help the vehicle run smoothly* and have more power when needed."

On the Sheet in the same breath you claim grade logic can "be perceived as a harsh, unexpected" All While you claim grade logic is "intended to help the vehicle run smoothly". Smooth is not a word I would use to describe the Pilot driving in mountains. You can not logically and honestly use "harsh" and "smooth" on the same topic. The grade logic is dangerous; it makes the vehicle feel very unsafe. To purposely have the vehicle make harsh reactions is anything but logical especially in mountain terrain especially if curves are involved where absolute control is vital for safe passage and a peaceful ride.

This Pilot was made in Lincoln Alabama in September 2017. We were told it would start product on the 9th, be inspected on the 13<sup>th</sup> and we would have it a few days later. It did not come when you said, it arrived late, well over a week late, supposedly due to Honda being "frugal" and refusing to ship one car into Michigan from Chicago, never mind that Pilots are in high demand and short supply. We did not receive this Pilot till September 26, with an orange circle sticker still on it and foam sticking out between the door panel and door frame, there were a hand full of things not properly prepped on this Brand New very late to arrive Pilot.

The Pilot has intermittent electronic issues (sound, window function, back up camera, possible odometer issue, heater in seat, climate control, even non electronic issues: hood latch, brake noise, vents, paint, chrome and window appearance issues).

We wonder was the Pilot truly hung up in Chicago or are the issues and delay due to the fact that several major hurricanes hit the gulf states in September 2017 during its production.

According to NOAA at [ncdc.noaa.gov](http://ncdc.noaa.gov) hurricanes that hit during the production time frame: Irma category 5 August 30- September 12, Jose Category 4 September 5-22, Katia category 2 September 5-9, Lee category 3 September 15-30 and Maria Category 5 September 16-30. These 5 hurricanes hit during the production of this vehicle. Now even if a city misses a direct hit we know that these are powerful storms affecting a huge area with significant rainfall, not just the direct impact zone. According to Wikipedia 2017 "was a hyperactive and catastrophic hurricane season that, with a damage total of at least \$282.16 billion (USD), was the costliest season on record, surpassing the previous record holder – the 2005 season."

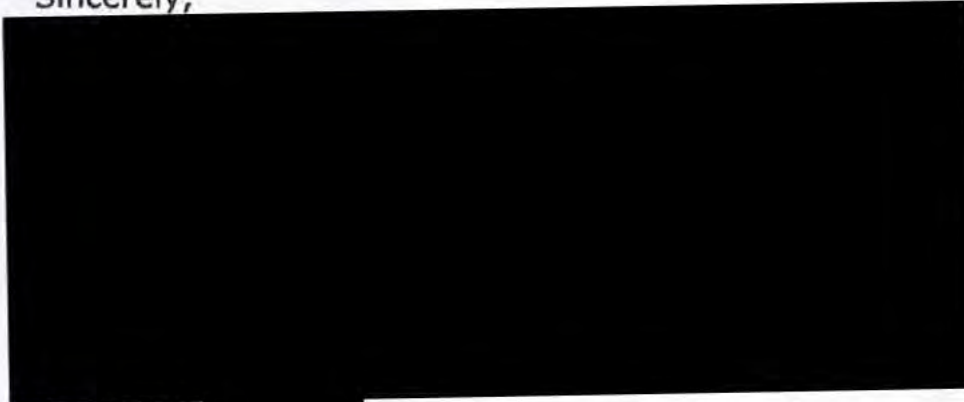
Has Honda dumped questionable vehicles on unassuming customers?

Are the issues this Pilot is having due to water damage incurred during its production in Alabama during the most catastrophic hurricane season on record? We think this is very plausible, especially when coupled with the prolonged delay of receiving the Pilot. Adding this to your admittance of testing the mpg at illegal and down right dangerously slow speeds that are not based on actual and typical speed limits, this is a total misrepresentation of what the Pilot is.

Due to the misrepresentation by Honda we feel that we are entitled to a refund of the full purchase price of the Pilot plus the CRV trade in value price plus the cost of customizing.

Thank you for your help in this matter.

Sincerely,



Walker Mi

On a side note I would like to make a comment about the service department at this Honda.

My 3-4 hour appointment on 8 June turned into 3 days, a heads up would have been nice. When I called and spoke with Jeff to set up the appointment he said it would only take a few hours, I was surprised a few hours was significant for the amount of concerns that needed to be checked. I was assured 3-4 hours was enough time, that if they needed more time we would schedule another appointment and I would receive a loaner vehicle, but for now they were simply checking things, I said okay I can do without a vehicle for a few hours. I dropped it off at 9:30 am and didn't hear anything for 7 hours. I was told a shuttle van would take me where I needed to go, that he would be back in 10 minutes to pick me up, well over 30 minutes passed before he got back. When I arrived on the third day after being called and told it was ready, the Pilot was still not ready.

There is a real issue of blaming everything on the consumer at this dealership and not giving honest timelines. I would rather be told the truth than lied to; truth allows a person to make plans accordingly.

I did appreciate Dwain getting me a chair to sit on while I waited each day I was there; being that sitting in the excessively brightly lit waiting area is not doable for me.

22 June 2018

Mr. Toshiaki Mikoshiba  
1919 Torrance Boulevard  
Torrance Ca 90501

Dear Mr. Mikoshiba

My name is [REDACTED] I received a 2017 Honda Pilot on 26 September 2017 from your Grandville Michigan dealership. My previous vehicle was a brand new 2009 Honda CRV.

While this Honda Pilot is not my first Honda or my first new vehicle, it is the first time I have been completely dissatisfied to the point I, [REDACTED] contacted you this year in February by letter.

Sadly I never got a response.

Bizarrely, Kathryn T the case manager you gave my letter to contacted [REDACTED], whom I did not provide as a contact, at a phone number I did not provide.

[REDACTED] is my mother, her name is on the title, yet it is I who drive this Pilot and I who reached out to you with concerns and frustrations. [REDACTED] spoke with Kathryn and told her to contact me since I am the one who wrote the letter and drives the Pilot.

Kathryn in turn continued to ignore me and continued to reach out to [REDACTED], even sending a letter on 2 March giving [REDACTED] her number and stating File No: [REDACTED] would be consider resolved if [REDACTED] did not call her.

Mr. Mikoshiba how can a file be resolved and closed when you have Never contacted the person who has contacted you and in the manner they have giving you to be contacted?


Kathryn's behavior of reaching out to someone that did not contact her with a number that was not given to her and deeming the concerns resolved without ever attempting contact with the person who contacted you is totally disrespectful and unprofessional.

Mr. Mikoshiba since contacting you in February I have had further concerns with this 2017 Pilot and have remembered and found out some pertinent information. Enclosed is a letter we have sent to Grandville Honda dealership.

Due to the misrepresentation and disrespect by Honda we feel that we are entitled to a refund of the full purchase price of the Pilot plus the CRV trade in value price plus the cost of customizing.

Thank you for your help in this matter.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

Walker Mi 

We are proud to offer the following amenities:  
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Serra Honda Grandville  
 4260 Kenowa Ave SW  
 Grandville, MI 49418  
 Ph. (616) 667-4500

www.serrahondagrandle.com

Service Dept Hours  
 Monday - Friday  
 8:00 AM - 6:00 PM  
 Saturday  
 8:00 AM - 3:00 PM



Shop supplies: 12% of the total labor cost is included (maximum \$28.00) for shop supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, battery cleaner, towels, solder, carburetor cleaner, etc.

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways, or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that the pursuant to said express garage keeper's lien. I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X Original Estimate: \$ (Tax) Original Est. Date: 06/06/18

SERVICE HISTORY

STATE REG. NO.

10/02/2017	83	258	999	C	65HOZ01	GENERAL BODY MECH LEFT REA
			999	C	92	CAR CLEANING CODES UPPER C
09/26/2017	5	361	999	C	85HOZ	VEHICLE ACCESSORY INSTALL
			999	I	76HOZ	NEW CAR PREP: PREP FOR INV
			999	I	90HOZ01	CLEAN FOR DELIVERY: CLEAN

Vehicle ID <b>5FN1YF6H5X HE</b>	Year/Make/Model 2017 / Honda / Pilot / 3.5L V6 DI SOHC i-VTEC / EX-L / 4D SUV AWD	Stock No	RO No
Customer No	Color White Diamond P	Delivery Date SEP 26 17	Delivery Miles 6
License	RO Date 06/06/18	Service Contract RESOURCE AUTO	Contract No
Expiration Date 09/26/25	Expiration Miles 120,000	Tag	
Turbo	M/MC	Air Cond	P.S.
Trans	Mileage 12,509	Advisor No 258	Advisor Dwain Scheller
Time Received 9:34 AM	Date Time Promised 06/06/2018 5:00 PM	Appointment	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

SALES

1 **W** 08HOZ01 **Job Added: 06 06 18 9:46: AM**  
 AUTO TRANS CONCERN: - \*Customer States, CHECK FOR JERKING WHEN PUTTING INTO DRIVE OR REVERSE, INTERMITTENT, LUNGES FORWARD WHEN PUT INTO DRIVE, VIOLENT AT TIMES, DRIVE OR REVERSE, WILL CLUNK SOMETIMES  
*can't replicate*

2 **C** 65HOZ01 **Job Added: 06 06 18 9:46: AM**  
 GENERAL BODY MECH - \*Customer States, CHECK FOR PAINT BLEMISHES AND SCRATCHES  
*top looks awful, like they used whiteout instead of factory paint!*

3 **W** **Job Added: 06 06 18 9:46: AM**  
 \*Customer States, HOOD MOVES LIKE ITS GOING TO OPEN WHILE DRIVING- DOORS ARE HARD TO CLOSE AT TIMES HAS TO CLOSE MULTIPLE TIMES  
*!sawp its fine! That its tight, than why does it move?*

4 **W** **Job Added: 06 06 18 9:46: AM**  
 \*Customer States, SEATS GET HOT WHILE DRIVING LIKE HEATED SEAT IS TURNED ON WHEN SYSTEM IS OFF  
*can't replicate*

5 **W** **Job Added: 06 06 18 9:46: AM**  
 \*Customer States, DRIVERS SEAT BELT DOES NO EXTEND ALL THE WAY  
*Sawp it more than big enough + test it - though he has door wide open + jets arms*

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, email address or other telephone number I have provided or was provided on my behalf including telephone calls, text messages and email to my cellular or mobile telephone and / or device."

Customer Signature

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service, buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

Power of attorney - Know all men these presents. That the undersigned does hereby constitute and appoint RiverTown Honda my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. The above work hereby authorized and conditions agreed to as outlined above:

Signed

All parts will be returned unless otherwise indicated  
 Discard  Cust.Intl

Repairs properly completed and checked by:  
 All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300)

X

Does vehicle have any aftermarket equipment (wheels, headlight covers, etc.) Yes \_\_\_ No \_\_\_

Does vehicle have a Non-factory stereo system Yes \_\_\_ No \_\_\_

Has customer been advised to remove all personal belongings from vehicle Yes \_\_\_ No \_\_\_

Has vehicle been inspected for damage or scratches Yes \_\_\_ No \_\_\_

My vehicle has been inspected and I have been advised that the dealer is not responsible for theft or damage.

Customer signature

We are proud to offer the following amenities:  
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 Shuttle Service  
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 Express Checkout  
 Kids Play Area



Serra Honda Grandville  
 4260 Kenowa Ave SW  
 Grandville, MI 49418  
 Ph. (616) 667-4500

Service Dept Hours  
 Monday - Friday  
 8:00 AM - 6:00 PM  
 Saturday  
 8:00 AM - 3:00 PM

www.serrahondagrandville.com



Shop supplies: 12% of the total labor cost is included (maximum \$28.00) for shop supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, lags, pins, aero spray, shellac, solvent, rags, battery cleaner, towels, solder, carburetor cleaner, etc.

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways, or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that the pursuant to said express garage keeper's lien. I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X Original Estimate: \$ (Tax) Original Est. Date: 06/06/18

SERVICE HISTORY

*Said they would NOT be filed for days*  
*Mind you they were suppose to have Pilot 54 Hours but*

Date	Mileage	Technician	Part	Description
10/02/2017	83	258	999 C 65HOZ01	GENERAL BODY MECH LEFT REA CAR CLEANING CODES UPPER C VEHICLE ACCESSORY INSTALL
09/26/2017	5	361	999 C 92	NEW CAR PREP: PREP FOR INV CLEAN FOR DELIVERY: CLEAN
			999 C 85HOZ	
			999 I 76HOZ	
			999 I 90HOZ01	

Vehicle ID <b>5FN9Y6H5X HB</b>	Year/Make/Model 2017 / Honda / Pilot / 3.5L V6 DI SOHC I-VTEC / EX-L / 4D SUV AWD	Stock No	RO No
Customer No [Redacted]	Color White Diamond P	Delivery Date SEP 26 17	Delivery Miles 6
Service Contract RESOURCE AUTO	Contract No [Redacted]	Expiration Date 09/26/25	Expiration Miles 120,000
Walker, MI	Turbo M/MC Air Cond P.S. Trans	Mileage 12,509	Advisor No 258
H: W: C: E:	Time Received 9:34 AM	Date Time Promised 06/06/2018 5:00 PM	Advisor Dwain Scheller
		Appointment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

- 6 **W** Job Added: 06 06 18 9:46: AM  
 \*Customer States, DASH PANEL VENT NOT DISTRIBUTING AIR PROPERLY DRIVER VENT BY WINDOW IS NOT WORKING, THE LOWER FLOOR NEVER GETS WARM  
*than the 3-4hr job turned into 3 days +*  
*Blame me, got there car still not ready, made it work*
- 7 **C** 12HOZ07 Job Added: 06 06 18 9:46: AM  
 BRAKE NOISE: CUSTOMER STATES NOISE WHEN BRAKING - \*  
 Customer States, Brakes Squeak INTERMITTENT  
*Can't replica - says its rust on a car*  
*Not even 10 months old*
- 8 **W** 65HOZ01 Job Added: 06 06 18 9:46: AM  
 GENERAL BODY MECH - \*Customer States, WINDOWS SHAKE WHEN WET AND MOVING UP OR DOWN  
*says it needs lube - 1st blames tint, it was*  
*happening before tint, than its a lube issue but due to tint*
- 9 **W** 65HOZ01 Job Added: 06 06 18 9:46: AM  
 GENERAL BODY MECH - \*Customer States, BACK UP CAMERA DOES NOT ALWAYS COME UP- RADIO SOUNDS DISTORTED AT TIMES  
*can't replicate*
- 10 **W** 04HOZ01 Job Added: 06 06 18 9:46: AM  
 FUEL SYSTEM CONCERN - \*Customer States, NOT GETTING ADVERTISED FUEL ECONOMY GETTING 19 MPH, NO WARNING LIGHTS COMING ON  
*Blames me & my driving + gas lube*  
*(tall him nothing has changed but car*  
*he gives me sheet! + says I should Reset*  
*trip mileage w/ every fill up...*

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, email address or other telephone number I have provided or was provided on my behalf including telephone calls, text messages and email to my cellular or mobile telephone and / or device."

Customer Signature  
 [Signature]

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service, buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

Power of attorney - Know all men these presents. That the undersigned does hereby constitute and appoint RiverTown Honda my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.  
 The above work hereby authorized and conditions agreed to as outlined above:

Signed \_\_\_\_\_  
 All parts will be returned unless otherwise indicated  
 Discard  Cust.Intl \_\_\_\_\_

Repairs properly completed and checked by:  
 All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act (P.A. 300)  
 X \_\_\_\_\_

Does vehicle have any aftermarket equipment (wheels, headlight covers, etc.) Yes \_\_\_ No \_\_\_  
 Does vehicle have a Non-factory stereo system Yes \_\_\_ No \_\_\_  
 Has customer been advised to remove all personal belongings from vehicle Yes \_\_\_ No \_\_\_  
 Has vehicle been inspected for damage or scratches Yes \_\_\_ No \_\_\_  
 My vehicle has been inspected and I have been advised that the dealer is not responsible for theft or damage.  
 X \_\_\_\_\_  
 Customer signature

We are proud to offer the following amenities:  
 Wireless Internet Work Stations  
 Shuttle Service  
 Early/Late Drop Off  
 Express Checkout  
 Kids Play Area



Serra Honda Grandville  
 4260 Kenowa Ave SW  
 Grandville, MI 49418  
 Ph. (616) 667-4500  
 www.serrahondagrandville.com

Service Dept Hours  
 Monday - Friday  
 8:00 AM - 6:00 PM  
 Saturday  
 8:00 AM - 3:00 PM



Shop supplies: 12% of the total labor cost is included (maximum \$28.00) for shop supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, battery cleaner, towels, solder, carburetor cleaner, etc.

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways, or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that the pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X Original Estimate: \$: (+Tax) Original Est. Date 06/06/18

SERVICE HISTORY

STATE REG. NO. [REDACTED]

10/02/2017	[REDACTED]	83	258	999	C	65HOZ01	GENERAL BODY MECH LEFT REAR CAR CLEANING CODES UPPER C VEHICLE ACCESSORY INSTALL
				999	C	92	
				999	C	85HOZ	
09/26/2017	[REDACTED]	5	361	999	I	76HOZ	NEW CAR PREP: PREP FOR INV CLEAN FOR DELIVERY: CLEAN
				999	I	90HOZ01	

Vehicle ID 5FNYF6H5X HE [REDACTED]	Year/Make/Model 2017 / Honda / Pilot / 3.5L V6 DI SOHC i-VTEC / EX-L / 4D SUV AWD	Stock No [REDACTED]	RO No [REDACTED]
Customer No [REDACTED]	Color White Diamond P	Delivery Date SEP 26 17	Delivery Miles 6
Service Contract RESOURCE AUTO	Contract No [REDACTED]	Expiration Date 09/26/25	Expiration Miles 120,000
Walker, MI [REDACTED]	Turbo [REDACTED]	M/MC [REDACTED]	Air Cond [REDACTED]
H: [REDACTED]	P.S. [REDACTED]	Trans [REDACTED]	Mileage 12,509
W: [REDACTED]	Advisor No 258	Advisor Dwain Scheller	
C: [REDACTED]	Time Received 9:34 AM	Date Time Promised 06/06/2018 5:00 PM	Appointment Yes <input checked="" type="checkbox"/> No
E: [REDACTED]			

11 W 16HOZ01 Job Added: 06 06 18 9:46: AM  
 ENGINE CONCERN: - \*Customer States, ENGINE MAKING NOISE AND POOR PERFORMANCE WHILE DRIVING UP STEEP HILLS - SEEMS TO BE DRAINING OIL LIFE PERCENTAGE, ENGINE LABORS, FEELS UNSAFE ?

*BLAMES ME*

12 W 65HOZ01 Job Added: 06 06 18 9:46: AM  
 GENERAL BODY MECH WHEN USING THE FM RADIO, SIGNAL WILL DROP AT TIMES

*No tape cards to test out what they say street, its not suppose to work*

13 W 65HOZ Job Added: 06 06 18 9:46: AM  
 BODY MECHANICAL CLOCK WILL NOT ADJUST LOCATION,

*not want to work as stated*

14 W 65HOZ02 Job Added: 06 06 18 9:46: AM  
 GENERAL BODY MECH THE CHIME SOUNDS INSIDE THE CAR SOUNDS LIKE THE CHIME IS FADING, OR FAILING

*can't replica*

15 W 65HOZ01 Job Added: 06 06 18 9:46: AM  
 GENERAL BODY MECH CONSOLE CENTER SLIDER MAKES A DRAGGING FEELING, SOUND

*I suppose to work like that' than admits be get \$, credit cards + license sucked into it "wow" together fix*

16 C 65HOZM Job Added: 06 06 18 9:46: AM  
 RECOMMENDED SERVICES: RECOMMENDED SERVICES FROM INSPECTION

"I consent to being contacted concerning this request for service at any cellular or mobile telephone number, email address or other telephone number I have provided or was provided on my behalf including telephone calls, text messages and email to my cellular or mobile telephone and / or device."

Customer Signature

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service, buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

Power of attorney - Know all men these presents. That the undersigned does hereby constitute and appoint RiverTown Honda my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.  
 The above work hereby authorized and conditions agreed to as outlined above:

Signed \_\_\_\_\_  
 All parts will be returned unless otherwise indicated  
 Discard  Cust.Intl \_\_\_\_\_

Repairs properly completed and checked by:  
 All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300)  
 X \_\_\_\_\_

Does vehicle have any aftermarket equipment (wheels, headlight covers, etc.) Yes \_\_\_ No \_\_\_

Does vehicle have a Non-factory stereo system Yes \_\_\_ No \_\_\_

Has customer been advised to remove all personal belongings from vehicle. Yes \_\_\_ No \_\_\_

Has vehicle been inspected for damage or scratches Yes \_\_\_ No \_\_\_

My vehicle has been inspected and I have been advised that the dealer is not responsible for theft or damage

X  
 Customer signature



6/8/18

## Product Characteristic Sheet

### Poor Radio Reception

**Customer's concern:** "My radio isn't working right. It fades in and out and has static."

**What's happening and why:** Many "radio reception" problems are not really the fault of the radio but rather the result of peculiar radio phenomena or antenna interference. Moreover, each type of broadcast signal, amplitude modulation (AM) or frequency modulation (FM), has different characteristics and is affected by different conditions:

- The **low-frequency** AM signal travels by bouncing back and forth between the ground and the upper atmosphere in a zigzag pattern. This pattern causes the signal to travel farther and have stronger reception (come in more consistently at greater distances) than FM. The main problem affecting AM signals is electrical interference. Also, the bouncing pattern causes AM signals to fade under bridges or in tunnels.
- The **high-frequency** FM signal is limited to a smaller reception radius, around 50 miles. The FM signal travels in a straight line and loses strength when it can't be broadcast straight to the antenna; for example, when blocked by buildings, hills, or large trucks. This causes increased hiss or fading and interruption in the FM signal.

**What can be done:** Some things your Honda service technician can do will help with problems in both AM and FM reception, while other things affect either AM or FM:

- **Problems With Both AM and FM.** First, if the problem is distorted sound, static, or no sound from one speaker, play a cassette or CD in the player to make sure you're not mistaking a speaker problem for a "radio reception" problem. If the cassette or CD sounds good and the music comes out of both speakers, then at least you've ruled out the speakers and the amplifier as the source of the problem.
- **AM Problems.** For AM signals, an important factor for good reception is a good antenna ground. If static is the same on all stations, the problem is probably a bad ground at the antenna, a faulty antenna lead (coaxial cable), or loose connection of the coaxial cable to the radio. On a **manual antenna**, check for a good connection and proper grounding, and make sure the antenna is not shorted to ground. On a **power antenna**, when you notice poor AM reception, interference, or popping noises from speakers when you turn on electrical equipment, check for a poor ground.
- **FM Problems.** For reception of FM signals, antenna length is very important. If the vehicle has a manual antenna or a power antenna, make sure it's all the way up.

-no CD player in here  
 -no cassette player  
 -no adjustable antenna

antenna is fixed on honda's there is no way to "make sure it's all the way up" my 2009 CRV Honda didn't even have an adjustable antenna - again their solution does NOT make the vehicle -



## Product Characteristic Sheet

6/8/18  
Dwain @  
Riverbank  
Honda  
Grand  
mi

### Actual Fuel Mileage Varies From Estimated Figures

**Customer's concern:** "My car doesn't get the same fuel mileage as the figures on the label I took off the car and what I see in the ads for my year and model."

**What's happening and why:** The "Monroney label" on the side window of new cars shows figures achieved under special driving conditions. The fuel mileage estimates are for comparison shopping purposes only, and the city and highway miles per gallon (mpg) that you experience may vary from those shown on the label and in advertising.

The mileage estimates on the label reflect the average mpg attained by similar vehicles in a model line under controlled laboratory conditions and are not the result of an actual road test. Test vehicles are run by professional drivers on a treadmill-like device that measures exhaust emissions and fuel usage. During the test, the vehicle's headlights, air conditioning, heater, audio unit, and all accessories are turned off.

The City portion of the test, at an average speed of 20 miles per hour (mph), simulates a 7.5-mile stop-and-go trip that includes idling time to approximate rush hour traffic delays. The Highway portion, at an average speed of 48 mph, simulates a 10-mile rural and interstate drive without idling time. To make the final fuel economy estimates closer to expected real-world fuel consumption, the results of the City mpg are lowered 10 percent, and the Highway mpg results are lowered 22 percent.

**What can be done:** As the label says, your "actual mileage will vary with options, driving conditions, driving habits, and vehicle's condition." So you can do some beneficial things to increase the mpg of your vehicle:

- Keep your tires inflated to the specifications listed on the doorjamb sticker.
- As often as possible, accelerate slowly and smoothly; depending on traffic conditions, try to maintain a constant speed; and use cruise control when possible.
- Keep your vehicle in top condition by following the maintenance schedule listed in your owner's manual and by using the recommended engine oil.

**Further explanation:** For additional information, see the **Fuel Economy** tips in the owner's manual for your vehicle. You can also get a free fuel economy guide at [www.fueleconomy.gov](http://www.fueleconomy.gov) or by calling 800-423-1363. Or write to National Alternative Fuels Hotline, 9300 Lee Highway, Fairfax, VA, 22031-1207.

Not towing im not getting  
Advertised mpg

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**Product Characteristic Sheet**

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***Automatic Transmission Downshifts While Descending***

**Customer's concern:** "I was going down a hill, and when I applied the brake pedal, I noticed that the engine noise increased and the car slowed down quicker than I expected it to"

**What's happening and why:** The transmission's grade logic control system comes into play when you descend or ascend a sloping road (a "grade") or when you reduce speed. The onboard computer compares memorized driving conditions with your actual driving conditions, based on various signals from the vehicle's sensors, and then uses grade logic to shift the automatic transmission accordingly.

Grade logic uses "descending control" to downshift the transmission during descent and braking. When you're driving downhill with the transmission in a high gear (4th or 5th) and you brake even slightly, the computer directs the transmission to downshift to the next lower gear (3rd or 4th). The downshift allows "engine braking" to help slow down the vehicle. Sometimes, this **normal characteristic** engine braking effect could be perceived as a harsh, unexpected downshift.

**What can be done:** Test-drive a **similar vehicle** (same model and year) and duplicate the driving conditions to compare the downshift speeds and the shift quality. The comparison should confirm that the downshifting of **your vehicle** is indeed a **normal characteristic** of an automatic transmission that has grade logic.

**Further explanation:** When you're going uphill, grade logic uses "ascending control" to keep the transmission in lower gears and eliminate frequent or excessive upshifts and downshifts. Sometimes this **normal characteristic** effect might be perceived as the transmission not upshifting normally. In this case, grade logic is, in fact, intended to help the vehicle run smoothly and have more power when needed.

One more driving condition could create an effect of the grade logic control system that you may notice. When the vehicle goes around a corner and needs to decelerate first and then accelerate, the onboard computer directs "deceleration control" to reduce the number of times the transmission shifts. For example, as you reduce vehicle speed, the computer directs the transmission to shift from 4th gear to 2nd gear earlier than normal to cope with the upcoming acceleration.

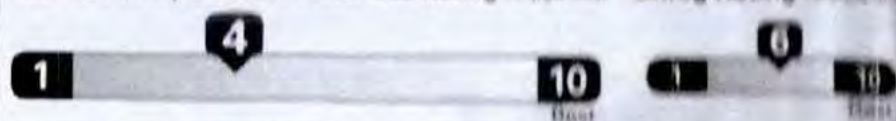
if this was so normal  
they would need a sheet with  
Normal in Bold multiple times

in fuel costs  
over 5 years  
compared to the  
average new vehicle.

**Annual fuel COST**

**\$1,750**

**Fuel Economy & Greenhouse Gas Rating** (mpg city) **Smog Rating** (state)



This vehicle emits 421 grams CO<sub>2</sub> per mile. The best emits 8 grams per mile (passenger vehicle). Fueling and distributing fuel also creates emissions. Learn more at [fuel-economy.gov](http://fuel-economy.gov)

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 26 MPG and costs \$7,900 in fuel over 5 years. Fuel estimates are based on 15,000 miles per year at \$2.45 per gallon. APTC is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

**fuel-economy.gov**

Calculate personalized estimates and compare vehicles



**PARTS CONTENT INFORMATION**

FOR VEHICLES IN THIS CARLINE  
U.S./Canadian Parts Content: **70 %**

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

**GOVERNMENT 5-STAR SAFETY RATING**

**Overall Vehicle Score** ★★★★★

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

<b>Frontal Crash</b>	<b>Driver</b>	★★★★★
	<b>Passenger</b>	★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

<b>Side Crash</b>	<b>Front seat</b>	★★★★★
	<b>Rear seat</b>	★★★★★

Based on the risk of injury in a side impact.

**Rollover** ★★★★★

Based on the risk of rollover in a single vehicle crash.

Star Ratings range from 1 to 5 stars (\*\*\*\*\*), with 5 being the highest.  
Source: National Highway Traffic Safety Administration (NHTSA)  
[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

Destination and Handling 940.00

**TOTAL VEHICLE PRICE**  
(includes Pre-Delivery Service)

**\$39,345.00**

License and title fees, state and local taxes and dealer options and accessories are not included in the manufacturer's suggested retail price.

FOR THIS VEHICLE  
Final Assembly Point:  
**LINCOLN, ALABAMA  
USA**

Country of Origin: Engine:  
**U.S.A.**

Transmission:  
**U.S.A.**

ORIG. DLR: [REDACTED]  
REF.NO: [REDACTED]  
HN CODE: [REDACTED]  
EMISSION: 50 STATE  
CONTROL NO: [REDACTED]  
DEALER: [REDACTED]



