

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2738459	RUDYG	12/10/2008	CHRISR	9

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES W/TURN	12/11: SWAPPED CROSS CONNECTED REAR WH SNSRS		
		<b>Resln Source:</b>	Spoke w/ Dealer	<b>Date:</b> 12/11/2008
		<b>Status:</b>	N/A	<b>Mileage:</b> 66,031
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18605E	<b>Err:</b>
<b>Dir Cont:</b> JAMES DANNELS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (757) 431-4350	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> CARRIE MILES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID FOX			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HALL HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
3516 VIRGINIA BEACH BL			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
VIRGINIA BEACH VA 23452			<b>Engine #:</b> J35A61400960	<b>Trans #:</b> BVGA7003421
<b>Phone:</b> (757) 431-4350	<b>Fax #:</b> 7574314349		<b>Em Type:</b> KA	
<b>DPSM:</b> JENNIFER KAMLER	<b>Zone/Dist:</b> 06H		<b>RO #:</b> 456604	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

12/10/2008 10:10:55 AM	RUDYG	
1 ORIGINAL COMPLAINT		VSA LIGHT FLASHES WHEN MAKING A TURN AND VEHICLE LOSES POWER.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3		VEHICLE HAS BEEN IN A FEW WRECKS
4 STOCK TIRES?		YES
5 WHERE WAS IT HIT?		RF AND LF
6 CHK G302 FOR GOOD GROUND AND FOR CONTINUITY TO VSA MODULATOR		OK
7 CK YAW, LAT AND LONG WHEN SITTING STILL, ALL SHOULD BE ABOUT 2.5V		THEY ARE
8 WHL SPEEDS LOOK OK WITH HDS?		YES, NOTHING ERRATIC
9 BACKPROBE PIN 15 AT C301 AND TEST DRIVE. THIS WIRE SHOULD HAVE .8V WHEN STRAIGHT AND ABOUT 3.9V ANYWHERE ELSE. WE NEED TO KNOW IF VOLTAGE HERE EVER READS ANYTHING ELSE		OK
12/10/2008 11:20:56 AM	CHRISR	
10		THE INFO WAS AS YOU GUYS SAID IT WOULD BE
11 SAS?		YES
12 YAW?		GOT DOWN TO 1.9V
13 SEND 30 SEC SNAP		OK
12/10/2008 12:24:07 PM	KEITHC	
14		SENT SNAP SHOT, YAW RATE 3.1, RANGE 2.1-2.7
15 CHRIS R		
12/10/2008 1:01:31 PM	CHRISR	
17 D/C VSA MOD AND JUMP PINS 38&32, SHOULD POP FUSE		OK
16 LETS VDROP PIN #1 AT SAS. SHOULD BE .2V OR LESS, CK WHILE DUPING CONDITION, ALSO WIGGLE HARNESS WHILE MONITORING		OK
12/10/2008 1:34:13 PM	CHRISR	
18		JAMES, I DID WHAT YOU ASKED AND READING WERE OK
19 WHAT WERE VALUES		.16V ON GND CRCT WHILE DRIVING AND WIGLING, THE FUSE POPPED WHEN SHORTED. CUSTOMER IS PICKING UP CAR NOW
20 HOW LONG HAS THIS BEEN GOING ON		HE BOUGHT RECENTLY THEN FOUND OUT IT WAS HIT. ANOTHER SHOP LOOKED AT IT AND SAID TO PUSH VSA BUTTON FOR NOW
21 CALL BACK WHEN HE RETURNS		OK
12/10/2008 1:45:25 PM	CHRISR	
22 Note: Car is being picked up now by cust and will return. Some more checks we would like to do is inspect SAS due to prior accident and possible airbag replacement. Do a high speed wheel sensor ck. Possibly send a KG modulator		
12/11/2008 10:04:14 AM	RAYD	
23 LOOKING AT THE SNAPSHOT, LOOKS LIKE THE REAR WHEEL SPEEDS ARE BACKWARDS.		
12/11/2008 10:20:15 AM	CHRISR	
24 CALLED TECH BACK TO ADVISE CROSSED VALUE IN REAR SENSORS AND TO CHECK CONNECTORS, HE SAID CAR WAS THERE STILL AND WILL CHECK AND CALL BACK. TECH SAID HE RECORDED ON RIGHT TURN BUT WAS TOLD TO DO LEFT TURN, THUS THE READINGS SEEN		
12/11/2008 11:08:56 AM	CHRISR	
25		I SWAPPED THE REAR SENSOR CONNECTORS AND IT IS OK NOW
26 THERE YOU GO		THANK YOU

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2825337	CHRISV	05/27/2009	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODS ON OWN	RR SEN CONN?; INSPECT		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 75,918
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18515E	<b>Err:</b>
<b>Dlr Cont:</b> BLAIR CLARK	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (816) 251-8700	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DAVID RODGERS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SCOTT HUBBARD			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> LEE'S SUMMIT HONDA 401 NE COLBERN RD. LEES SUMMIT	<b>MO</b> 64086		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (816) 251-8700	<b>Fax #:</b> 8162518778		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MICHAEL WEHMEIR	<b>Zone/Dist:</b> 08K		<b>Engine #:</b> J35A61402255	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 675626	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

5/27/2009 7:36:37 AM CHRISV

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
  
- 4 ANY CODES
- 5 CK THE RR SENSOR CONN'S, MAKE SURE THEY ARE NOT SWAPED. TRY TO DUP AND TAKE A SNAP SHOT

### Information from Dealer

CUSTOMER REPORTS REAR BRAKES APPLY WHILE DRIVING, CUSTOMER HAD TO PULL OVER. TURNED OFF ENGINE AND RESTARTED. CUSTOMER REPORTED NO WARNING INDICATORS CAME ON. NO DTCS WERE STORED. YES

CUSTOMER REPORTS HAD VEHICLE IN DIFFERENT DEALERSHIP. JACK HELENA HONDA. THEY WERE UNABLE TO VERIFY COMPLAINT. NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2650802	RUDYG	07/15/2008	STEVEN	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230 2400	VSA CODES 61-1,68-1,ACTIVATES VTM 4 CODE 44-1	WHL SPEED SENSOR?; QUIZ CUST RE CONDITIONS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 71,117
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18515E	<b>Err:</b>
<b>Dir Cont:</b> STEVEN JENSEN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (785) 843-0550	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> LARRY WHITSON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CURT MILLER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> JACK ELLENA HONDA 2112 WEST 29TH TERRACE LAWRENCE KS 66047			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (785) 843-0550	<b>Fax #:</b> 7858433680		<b>Engine #:</b> J35A61402255	<b>Trans #:</b>
<b>DPSM:</b> MICHAEL WEHMEIR	<b>Zone/Dist:</b> 08K		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 84046	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

7/15/2008 2:16:02 PM

RUDYG

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 DO YOU KNOW IF THIS WAS WITH BRAKES APPLIED OR UNDER ACCEL?
- 5 ALL TIRES SAME SIZE?
- 6 NEED TO KNOW IF UNDER ACCEL OR BRAKING. CK BRAKE SWITCH ADJUSTMENT, CK TIRES FOR ALL SAME SIZE, CK REAR WHL SPEED SENSOR CONNECTORS FOR POSS CONNECTORS SWAPPED

CUSTOMER SAID TCS SYSTEM WAS COMING ON WHEN IT SHOULD HAVE NOT  
 NO  
 I CLEARED CODES AND THEY DID NOT COME BACK, I ALSO CHECKED G302 AND IT IS OK TOO  
 DON'T KNOW  
  
 DIDN'T CK THAT  
 OK

7/16/2008 12:45:38 PM

TOMP

- 7
- 8
- 9
- 10 CAN YOU DUPLICATE THE COMPLAINT?
- 11 BRAKES OVER HEATED?
- 12 CHECK BRAKES FOR DRAG, CHECK BRAKE SW ADJUSTMENT
- 13 CHECK VSA POWER/GROUND SYSTEMS; ALSO CHECK G302

STEVEN  
 CUSTOMER SAYS THE WERE DRIVING ALONG AND THE CAR STARTED TO MAKE NOISE AND SLOWED BY ITSELF. INSPECTED THE BRAKE FLUID; LOOKED NORMAL FOR MILEAGE; SOME SEDIMENT IN BOTTOM OF RESERVOIR.  
 NO  
 NO

8/14/2008 11:21:19 AM

STEVEN

- 14
- 15 WHATS BEEN DONE TO THE CAR SO FAR
- 16 SO NOTHING HAS BEEN CHECKED?
- 17 WE GAVE THEM SEVERAL THINGS TO INSPECT FROM TIRE SIZE, TO REAR SPEED SENSOR CONNECTORS, G302 AND THE BRAKE SWITCH ADJUSTMENT, WAS ANY OF THIS DONE
- 18 WELL I WOULD HAVE THEM START THERE

MIKE (DPSM) DO YOU HAVE ANY THOUGHTS ON THIS CAR THEY HAVE NOT BEEN ABLE TO DUPLICATE IT, SO FAR JUST TEST DRIVING IT  
 NO  
 NO DONT THINK SO  
  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2793941	JOHNB	03/23/2009	RAYD	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA INTERMITTENT CODE 27	CHECK K LINE AT DLC;COMPARE TO MODULATOR		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 85,781
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18605E	<b>Err:</b>
<b>Dir Cont:</b> TODD CROSS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (412) 262-4755	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> ROSS LOBELLO			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVE MARTIN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> MOON TOWNSHIP HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
5802 UNIVERSITY BLVD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MOON TOWNSHIP PA 15108			<b>Engine #:</b> J35A61402898	<b>Trans #:</b> BVGA7008839
<b>Phone:</b> (412) 262-4755	<b>Fax #:</b> 4122642395		<b>Em Type:</b> KA	
<b>DPSM:</b> BRUCE WILSON	<b>Zone/Dist:</b> 05L		<b>RO #:</b> 350521	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

3/23/2009 10:33:34 AM	JOHNB	<p>1 ORIGINAL COMPLAINT  2 PREVIOUS REPAIRS OR PARTS REPLACED?  3 PREVIOUS REPAIR DESCRIPTION  4</p> <p>5 CHK G302 GROUND;CHK ALL CONNECTIONS AND PIN FITS;WIGGLE TEST WIRING AT SAS AND MODULATOR;PRODUCE COMPLAINT;TAKE SNAP SHOT</p>	<p>VSA LIGHT IS ON ,BRAKES APPLIED BY BY THEMSELF  YES  REPLACED STEERING ANGLE SENSOR  CAR RETURNS WITH VSA CODE 27;CLEAR AND DOES NOT RESET;TAKES 2K MILES FOR IT TO OCCUR;CUSTOMER CLAIMS BRAKES APPLIED SELF,BUT GIVES NO DETAILS</p>
3/31/2009 7:22:36 AM	TOMP	<p>6  7  8 HOW SO?</p> <p>9 DOES HDS COMMUNICATE WITH THE CAR?  10 PN OF MODULATOR?  11 WE NEED TO ESTABLISH COMMUNICATION WITH HDS AT THIS TIME.  12 VERIFY THE CORRECT MODULATOR WAS INSTALLED.  13 CONNECT THE ORIGINAL MODULATOR AND SEE IF IT COMMUNICATES, IF NOT.DO S/M TROUBLESHOOTING FOR 2005 PILOT - Symptom Troubleshooting: VSA indicator does not go off, and no DTCs are store</p>	<p>TODD:  CAR WENT FROM BAD TO WORSE...  REPLACED THE MODULATOR AND NOW CAN'T GET IT TO COMMUNICATE.  YES, JUST NOT VSA  DON'T HAVE WITH ME.</p>
3/31/2009 10:39:48 AM	KEITHC	<p>14  15 SAS BEEN REPLACED  16  17 REFER TO RAYD, TODD CELL 304 374 7261, CELL</p>	<p>STILL WON'T COMMUNICATE, FLASH CODE 27  YES  NO V AT K LINE</p>
3/31/2009 11:01:34 AM	RAYD	<p>18 CALLBACK TO TODD CELL PHONE; WHY WAS THE MODULATOR REPLACED FOR THIS CODE?  19 ANY ACCIDENT DAMAGE OR A/M ACCYS?  20 DISCONNECT ONE WHEEL SPEED SENSOR AT A TIME  21 WHAT IS THE PART NUMBER OF THE MODULATOR?  22 DO YOU REMEMBER IF THIS WAS REMAN OR NEW?</p> <p>23 WHERE ARE YOU MEASURING THE VOLTAGE ON THE K LINE  24 DID YOU HAVE THE HDS CONNECTED?  25 DO SAME, THIS TIME MEASURE AT THE DLC THEN COMPARE TO THE MODULATOR.</p>	<p>TROUBLESHOOTING LED TO THIS...</p> <p>NOT THAT I CAN TELL  I DID THAT, NO CHANGE  I DONT KNOW, THE BOX IS GONE  I DONT KNOW, LET ME ASK THE PARTS GUY...IT WAS NEW MODULATOR.  AT THE MODULATOR</p> <p>I THINK SO</p>

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3087043	CHRISV	11/29/2010	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4170	ALL 4 BRAKES LOCKED UP	ABS MOD; TRY TO DUP		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 99,240
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18545E	<b>Err:</b>
<b>Dir Cont:</b> BRUCE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (914) 963-5867	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RICHARD LEON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOSE PENA			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> YONKERS HONDA 2000 CENTRAL PARK AVE. YONKERS NY 10710			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (914) 963-5867	<b>Fax #:</b> (914) 963-2801		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> STEFANIE SENKIW	<b>Zone/Dist:</b> 05E		<b>Engine #:</b> J35A61403026	<b>Trans #:</b> BVGA7011303
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 120001	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>11/29/2010 12:52:45 PM CHRISV</p> <ol style="list-style-type: none"> <li>1 ORIGINAL COMPLAINT</li> <li>2 PREVIOUS REPAIRS OR PARTS REPLACED?</li> <li>3 ISIS SEARCH CRITERIA</li> <li>4</li> <li>5 HOWS THE FLUID</li> <li>6 POSS MOD, NEED TO DUP AND CRACK THE HOSE AT THE M/C</li> </ol>	<p>ALL 4 BRAKES LOCKED</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ABS-TCS COMPONENTS][KEYWORD: ]</p> <p>CRACKED THE LF BLEEDER AND ALL WHEELS RELEASED AND I CAN NOT DUP SINCE THEN ITS OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2778054	GARYR	02/19/2009	GARYR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 61-1, 112-1, VTM 41-1	CHK G302, MOD CONN, BAT CONN, B1
		Resin Source: None
		Status: N/A
		Remarks / Requestor:

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18505B [REDACTED]
<b>Dir Cont:</b> JOEL BORREGO	<b>Training %:</b>	<b>Year:</b> 2,005
<b>Serv Ph:</b> (512) 458-2511	<b>Extn:</b>	<b>Tran:</b> 5AT
<b>Serv Mgr:</b> GARRETT LIMING		<b>Doors:</b> 5DR
<b>Parts Mgr:</b> RICK EGBERT		<b>Fact:</b> LINCOLN
<b>Dir Name:</b> FIRST TEXAS HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
1301 WEST KOENIG LANE		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,
AUSTIN TX 78756		<b>Engine #:</b> J35A61403077
<b>Phone:</b> (512) 458-2511	<b>Fax #:</b> 5123800796	<b>Trans #:</b> BVGA7010770
<b>DPSM:</b> JERRY MEADE	<b>Zone/Dist:</b> 03B	<b>Em Type:</b> KA
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 21475
		<b>Case Type:</b> Technical
		<b>W.O. #:</b>

### Tech Line Suggests

### Information from Dealer

<b>2/19/2009 2:36:47 PM</b>	<b>GARYR</b>
1 ORIGINAL COMPLAINT	ABS VSA VTM-4 & BRAKE LIGHTS ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CODES	61-1 112-1, VTM 41-1
4 CHK G203 CHK CONN AT MOD CHK BAT POWER AND GROUND CONN CHK G1 IF N/C SUSPECT MOD	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2920409	TOMP	10/30/2009	CHRISR	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA SELF APPLIES	MODULATOR?; REPLACE		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 78,783
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYP18555E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> BRIAN REYNOLDS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (410) 243-7000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN DINATALE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICK DOSSA			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ANDERSON HONDA 10139 YORK ROAD COCKYESVILLE MD 21030			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (410) 243-7000	<b>Fax #:</b> 4108897434		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ROBERT BORZILLERI	<b>Zone/Dist:</b> 06E		<b>Engine #:</b> J35A61403301	<b>Trans #:</b> BVGA7011964
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 180343	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

10/30/2009 1:18:21 PM

TOMP

1 ORIGINAL COMPLAINT

ABS ACTIVATES WHILE DRIVING ,APPLIES BRAKES AUTOMATICALLY ,CODES 61-1 BATTERY VOLTAGE FAILURE,68-1 BRAKE LIGHT SWITCH FAILURE,112-1 INTERNAL POWER SOURCE FAILURE.CHECKED WHEEL SPEED SENSOR OPERATION WITH HDS ALL WORKING, NO

2 PREVIOUS REPAIRS OR PARTS REPLACED?

BRIAN:

3

4 CAN YOU DUPLICATE THE COMPLAINT?

YES THE BRAKES APPLY WHILE DRIVING.

5 WHEN DID PROBLEM START?

DID NOT SAY

6 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?

DON'T SEE ANY

7 HOW CAN I HELP?

I HAD A SIMILAR CAR/COMPLAINT A YEAR OR TWO AGO THAT I CALLED ON; CAN YOU FIND THE CONTACT?

8 KNOW THE VEHICLE AND YEAR?

NO

9 REVIEW "CASES" AND "KBs"

10 NEED TO CLEAR DTC AND SEE IF THEY RESET; DO S/M TROUBLESHOOTING FOR DTC THAT RESET FOR YOU.

11 SWAP 4 KG TIRES/WHEELS.

12 BRAKE SWITCH ADJUSTMENT?

11/17/2009 9:45:44 AM

CHRISR

13 TRANSFERRED FROM NEW CALL-IN

ABS ACTUATES AT TIMES UNDER NORMAL DRIVING VERY INTERMITTANT, YES.....

14 SO ACTIVATING IN STRAIGHT DRIVING

15 LOST TECH

11/17/2009 9:46:43 AM

CHRISR

16

BRIAN;

17 SO YOU HAD VSA ACTIVATION WHILE CODES WERE STORED

YES, BUT AFTER I CLEARED THE CODES, IT HAS BEEN OK

18 AND WHEN IT DID APPLY BRAKES, IT WAS EQUALLY ALL WHEELS?

FELT LIKE IT, NOT ONE WHEEL

19 THAT IS TWO THINGS THAT ARE CONDEMNING THE MODULATOR

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2750954	CHRISR	01/05/2009	CHRISV	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 68-1	SENSOR INPUT?; TAKE SNAP, CK SENSOR CLUSTER		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 49,162
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18605E	<b>Err:</b>
<b>Dlr Cont:</b> JEFF MARTINEZ	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (816) 279-2711	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MICHAEL SCHUESSLER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MIKE SMITH			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> ROLLING HILLS HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
1617 CROSS STREET			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ST. JOSEPH	MO 64506		<b>Engine #:</b> J35A61403655	<b>Trans #:</b> BVGA7013372
<b>Phone:</b> (816) 279-2711	<b>Fax #:</b> 8166714550		<b>Em Type:</b> KA	
<b>DPSM:</b> JOSHUA WHITNEY	<b>Zone/Dist:</b> 08L		<b>RO #:</b> 501817	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

1/5/2009 2:22:18 PM      CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 BRAKE SWITCH ADJUSTMENT OK

4 CK ADJ, SLOW VSA ACTIVATED WHEN BRAKING?

5 CHECK SENSOR DATA, TAKE SNAP. COULD BE FALSELY COMPENSATING

### Information from Dealer

VSA LIGHT ON. FOUND DTC 61-1, 66-1, 68-1, 44-1. CLEAR DTCS, TEST DRIVE FOUND DTC 68-1 BRAKE SWITCH FAILURE TO SET. REPLACE SWITCH, CLEAR DTCS, TEST DRIVE FOUND ABS TO ACTIVATE ON WHEN APPLYING BRAKE 2 TIMES

NO

I'LL CHECK, I DID HAVE DRAG

OH YEA, VERY HARD STOP WITH LITTLE PEDAL PRESSURE

OK

1/12/2009 12:43:20 PM      CHRISV

6

7 WHAT DID YOU DO LAST TIME

8 CK TO SEE IF THE CUST IS A 2 FOOTED DRIVER

9 TEST DRIVE W/ CUST AND TRY TO TAKE A SNAP SHOT

CAR IS BACK

TRIED TO DUP BUT WAS NOT ABLE TOO. ADJUSTED BRAKE SW

DID NOT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2966520	TOMP	02/09/2010	DAVEM	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA DTC 112 & 83	DEALER CAN'T DUPLICATE; CHECK G302		
U0122	F CAN MALF VSA-PCM COMM	<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 64,006
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18585E	<b>Err:</b>
<b>Dir Cont:</b> STEVE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (913) 782-3636	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> SHAWN WAKEMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOSEPH BOX			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> FRANK ANCONA HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1000 NORTH ROGERS ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
OLATHE KS 66062			<b>Engine #:</b> J35A61404286	<b>Trans #:</b> BVGA7015567
<b>Phone:</b> (913) 782-3636	<b>Fax #:</b> 9138299031		<b>Em Type:</b> KA	
<b>DPSM:</b> MICHAEL WEHMEIR	<b>Zone/Dist:</b> 08K		<b>RO #:</b> 401557	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

2/9/2010 11:49:18 AM TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 WERE INDICATORS ON TODAY?
- 6 DTCs?
- 7 CLEAR DTCs; DO THEY RESET FOR YOU?
- 8 WHEN DID PROBLEM START?
- 9 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?
- 10 OTHER ELECTRICAL COMPLAINTS?
- 11 BATTERY?
- 12 CHECK G302
- 13 CHECK POWER/GROUND SYSTEMS FOR VSA SYSTEM.
- 14 MAKE SURE BATTERY IS GOOD, VOLT DROP TEST THE CABLES, CHECK CONNECTIONS AND TERMINATIONS.
- 15 REVIEW "CASES" AND "KBs"

VSA, ABS BRAKE LIGHTS ARE ON. CODE 83 ECM-PCM RELATIN FAILURE. WAS ON 5000 MILES AGO SAME CODE. CLEARED AND IT WILL NOT RECODE.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: 83]

STEVE:  
NO  
YES 83 AND 112  
NOT SO FAR.  
BEEN A WHILE AGO.  
NONE  
NONE  
CHECKED OK WITH ED18

2/10/2010 6:22:15 AM DAVEM

- 16
- 17 SEE ETM PAGES 15-19 AND 15-20. HAVE YOU CHECKED ALL P-FITS BTTWN THE TWO UNITS?
- 18 WGGL CHECKED?
- 19 HOW CAN YOU GET IT TO CODE?
- 20 WELL. IF YOU HAVE DONE ALL OF THE ABOVE, SWAP A KG PCM NEXT, BUT MY FEELING IT'S GONNA BE A HRNSS RELATED ISSUE

DID ALL OF THE ABOVE AND CHECKED ALL THAT TOM ASKED, BUT IT STILL CODES VSA DTC 83 AND PCM DTC U0122. I THINK I NEED TO RPLC THE PCM

YES

YES  
DRIVING IT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3114587	DEAND	02/04/2011	DEAND	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 25-1	FBK:REPLACED YAW SENSOR		
		<b>ResIn Source:</b>	Feedback forms	<b>Date:</b> 08/02/2011
		<b>Status:</b>	N/A	<b>Mileage:</b> 105,325
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b> <b>Dir Cont:</b> JONATHAN <b>Serv Ph:</b> (732) 985-8444 <b>Serv Mgr:</b> <b>Parts Mgr:</b> IVAN GUANILL <b>Dir Name:</b> OPEN ROAD HONDA 50 ROUTE 1 EDISON NJ 08817 <b>Phone:</b> (732) 985-8444 <b>Fax #:</b> 7328394713 <b>DPSM:</b> BILL HALLSWORTH <b>Zone/Dist:</b> 05G <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> EST <b>Training %:</b> <b>Extn:</b>	<b>VIN:</b> 5FNYF18505E [REDACTED] <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> LINCOLN <b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61404829 <b>Trans #:</b> BVGA7016849 <b>Em Type:</b> KA <b>RO #:</b> 424905 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-L <b>WD:</b> <b>Country:</b> USA
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### Tech Line Suggests

- 2/4/2011 12:20:07 PM DEAND
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 NEED TO LOOK AT G302. WE HAVE FBK ON A FEW WITH LOOSE OR FRAYED GROUND. CHECK CONNECTOR AND PIN FIT IF ALL GOOD REPLACE YAW SENSOR. FBK PLEASE

### Information from Dealer

VSA LIGHT ON - 25-1 YAW SENSOR - INTERMITTANT -- CANNOT RELIABLY DUPLICATE  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]  
 YES  
 NO  
 NO  
 OK THANKS

2/17/2011 5:05:25 AM DEAND

7 FBK:REPLACED THE YAW SENSOR ASSBLY AND PROB DID NOT RETURN HAPPY HAPPY THANKS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2448061	RAYD	09/17/2007	KEITHC	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODES 61,66, 68 AND 112	BRK SWITCH ADJ?;CHECK BRAKE PRESSURE HOT		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 44,540
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18615B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> MICHAEL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (865) 218-5410	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> RANDY JONES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID ROSS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> WEST SIDE HONDA 10117 PARKSIDE DRIVE KNOXVILLE TN 37922			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (865) 218-5410	<b>Fax #:</b> 8652185424		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ERIN BAILEY	<b>Zone/Dist:</b> 07B		<b>Engine #:</b> J35A61404922	<b>Trans #:</b> BVGA7017107
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 308611	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

9/17/2007 1:22:14 PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 WHAT WERE THEY DOING WHEN THIS HAPPENS?
- 5 TURNING ? BRAKING?
- 6 THE 66 AND 68 COULD HAVE BEEN CAUSED BY A LEFT FOOT BRAKER, YOU WILL NEED TO DUPLICATE THE PROBLEM BEFORE REPLACING ANY PARTS, SO START BY HEATING THE BRAKES UP (HOT LAPS), THEN PUT THE TRANS IN PARK AND CHECK BRAKE PRSSR WITH THE HDS, SHOULD HAVE LESS THAN 0.52 VOLTS

9/24/2007 10:05:47 AM KEITHC

- 7
- 8 CODES
- 9 ABLE TO DUP
- 10 VSA LIGHT FLASHING
- 11 CUST DRIVING IN LOW TRACTION SITUATION

### Information from Dealer

VEHICLES ABS ACTIVATING WITH OUT APPLYING BRAKE, VSA LIGHT CAME ON. VSA CODES 61, 66, 68, 112  
NO  
CODES DONT COME BACK  
DRIVING STRAIGHT DOWN THE ROAD  
JUST DRIVING THROUGH A INTERSECTION

RANDY JONES, S/M  
61, 66 68 112,  
NO, WORKS NORMALY ON T/DRIVE  
WILL HAVE TO ASK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2872815	CHRISR	07/28/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 61-1, 66-1, 112-1	MODULATOR?; CK PWR/GND, TRY TO DUP>REPLACE MOD
		ResIn Source:       None                               Date:
		Status:                N/A                               Mileage:     44,046
		Remarks / Requestor:                               FE Status:

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18515E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> KEITH DAVIS	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (321) 984-4224	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOE PORTER SR.		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MIGUEL VILLA		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> SOUTHEASTERN HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
3125 DIXIE HWY N.E.		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
PALM BAY FL 32905		<b>Engine #:</b> J35A61405332	<b>Trans #:</b> BVGA7018420
<b>Phone:</b> (321) 984-4224	<b>Fax #:</b> 3217686144	<b>Em Type:</b> KA	
<b>DPSM:</b> MAURICE NARBONA	<b>Zone/Dist:</b> 07L	<b>RO #:</b> 294799	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

7/28/2009 12:06:16 PM      CHRISR	
1 ORIGINAL COMPLAINT	VSA CAME ON AND COULD NOT MOVE HER CAR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 WHAT HAPPENED	SHE HEARD A GRIND NOISE AND CAR WOULDNT MOVE
4 CODES	61-1, 66-1, 112-1
5 CK PIN FIT, CONNECTOR TO MOD	OK
6 CK PWR/GND SOURCES AND TRY TO DUP AND TAKE SNAPSHOT IF POSSIBLE	OK
7 HAVE A COUPLE OF CASES WITH SIMILAR CODES THAT WERE FIXED BY REPLACING MODULATOR	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2644499	TOMP	07/07/2008	TOMP	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA DTCs 25,41,61,68,BRK LOCKS	FAULTY GROUND; CHECK G302	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 57,602
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF186X5E	<b>Err:</b>
<b>Dir Cont:</b> SCOTT ELLER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (336) 584-4870	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> BARRY TURNEY			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MICHAEL MEACHAM			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BURLINGTON HONDA 2920 SOUTH CHURCH ST. BURLINGTON NC 27215			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (336) 584-4870	<b>Fax #:</b> 3365843092		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> SCOTT MUDLIN	<b>Zone/Dist:</b> 06L		<b>Engine #:</b> J35A61405410	<b>Trans #:</b> BVGA7018505
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 421815	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 7/7/2008 6:05:53 AM TOMP
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 CAN YOU DUPLICATE THE COMPLAINT?
  - 5 WHEN DID PROBLEM START?
  - 6 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?
  - 7 HOW CAN I HELP?
  - 8 BATTERY VOLTAGE/CONDITON?
  - 9 CHECK G302, IT'S MENTIONED NUMEROUS TIMES AS A FOUND PROBLEM FOR ALL OF THIS CAR'S CODES.
  - 10 CHECK BATTERY, CONDITION, CONNECTIONS, PINFITS, ETC.
  - 11 CHECK VSA UNIT POWER/GROUND SYSTEMS, CONNECTIONS, PINFITS AND TERMINATIONS; CHECK G302.
  - 12 REFER TO HSN 8/07
  - 13 DO S/M TROUBLESHOOTING FOR DTCs STORED.

### Information from Dealer

VSA LIGHT COME ON VEH BRAKES AND GAS PEDEL FEELS DIFFERENT. CODES 25-1 61-1 41-1 68-1  
 NO  
 SCOTT:  
 NO  
 UNKNOWN  
 DON'T KNOW  
 SERVICE WRITER SAID TO CALL FIRST.  
 HAVE NOT DONE, TOLD TO CALL FIRST.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3248509	DAVEM	01/25/2012	DAVEM	1

Code	Original Complaint	Probable Cause/Solution									
P 4230	VSA APPLIES SELF	BATT CABLES?; V-DROP									
		<table style="width: 100%;"> <tr> <td><b>Resin Source:</b></td> <td>None</td> <td><b>Date:</b></td> </tr> <tr> <td><b>Status:</b></td> <td>N/A</td> <td><b>Mileage:</b> 132,574</td> </tr> <tr> <td><b>Remarks / Requestor:</b></td> <td></td> <td><b>FE Status:</b></td> </tr> </table>	<b>Resin Source:</b>	None	<b>Date:</b>	<b>Status:</b>	N/A	<b>Mileage:</b> 132,574	<b>Remarks / Requestor:</b>		<b>FE Status:</b>
<b>Resin Source:</b>	None	<b>Date:</b>									
<b>Status:</b>	N/A	<b>Mileage:</b> 132,574									
<b>Remarks / Requestor:</b>		<b>FE Status:</b>									

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18645E [REDACTED]
<b>Dir Cont:</b> TIM WRIGHT	<b>Training %:</b>	<b>Year:</b> 2,005
<b>Serv Ph:</b> (936) 760-2446	<b>Extn:</b>	<b>Tran:</b> 5AT
<b>Serv Mgr:</b> MARK MILLER		<b>Doors:</b> 5DR
<b>Parts Mgr:</b> RON HORNE		<b>Fact:</b> LINCOLN
<b>Dir Name:</b> STREATER-SMITH HONDA		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP
311 INTERSTATE45 SOUTH		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,
CONROE TX 77301		<b>Engine #:</b> J35A61405696
		<b>Trans #:</b> BVGA7019072
<b>Phone:</b> (936) 760-2446	<b>Fax #:</b> (936) 523-2379	<b>Em Type:</b> KA
<b>DPSM:</b> VERNON SAGE	<b>Zone/Dist:</b> 03C	<b>RO #:</b> 465221
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical
		<b>W.O. #:</b>

### Tech Line Suggests

### Information from Dealer

1/25/2012 3:46:06 PM DAVEM

1 ORIGINAL COMPLAINT

WHEN DRIVING AT 45 OR ABOVE THE VEHICLE ACTS LIKE IT IS APPLYING THE FRONT BRAKES. IT HAS DONE IT TO ME AT ABOUT 45 AND AT ABOUT 53 MPH. CAN NOT TAKE SNAPSHOTS FROM ABS BECAUSE COMMUNICATION STOPS AT 30MPH. TOOK SOME SNAPSHOTS IN VTM 4. DID NOT SHOW ANYTHING ABNORMAL. IT APPLIES THE BRAKES VERY HARD AND ON A WET ROAD WILL MAKE YOU SKID. HAS CODES IN SEVERAL SYSTEMS.

2 ISIS SEARCH CRITERIA

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: BRAKE]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 DUP?

7 CODES

8 ANY PRVS CHRASH DMG OR REPAIRS?

9 V-DROP THE BATT CABLES AND CHECK THERE CONNECTIONS

YES

A/T P0872; PGMT P0700; VTM-4 44-1; ABS 61-1, 68-1, 112-1;

NONE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2599600	RUDYG	04/22/2008	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 26-1, 21-2	GROUND?; CK G302, MON WHL SPEEDS W/HDS		
2400	VTM 4 CODE 44-1			
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 52,027
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18685E	<b>Err:</b>
<b>Dir Cont:</b> JUSTIN DATAVS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (773) 889-9090	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> ROBERT JASKOLSKI			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROY HAGEN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> MC GRATH CITY HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
6720 WEST GRAND AVENUE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
CHICAGO IL 60707			<b>Engine #:</b> J35A61406899	<b>Trans #:</b> BVGA7021511
<b>Phone:</b> (773) 889-9090	<b>Fax #:</b> 7738364777		<b>Em Type:</b> KA	
<b>DPSM:</b> TIA BATTLE	<b>Zone/Dist:</b> 08F		<b>RO #:</b> 74039	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>4/22/2008 11:20:39 AM RUDYG</p> <ol style="list-style-type: none"> <li>1 ORIGINAL COMPLAINT</li>   <li>2 PREVIOUS REPAIRS OR PARTS REPLACED?</li> <li>3 WHAT CODES DO YOU HAVE?</li>   <li>4 DO CODES CLEAR?</li>   <li>5 HAVE YOU LOOKED AT DATA LIST FOR VSA AND CK'D LAT ACCEL SENSOR READING?</li> <li>6 WHL SPEEDS?</li> <li>7 CK GROUND G302, CK WHEEL SPEED AND LOOK FOR ANY ERRATIC SIGNALS WITH HDS.</li> <li>8 AS FAR AS TPMS, SWAP INITIATOR LEFT TO RIGHT AND MOVE TIRE FRONT TO BACK. WAIT FOR RECODE AND SEE IF IT FOLLOWS INIT OR WHEEL OR STAYS AT RIGHT REAR TO DETERMINE WHERE TO LOOK NEXT</li> </ol>	<p>CUST STATES THAT WHEN DRIVING FOR OVER 10 MINUTES THE VSA, TPMS, AND TIRE PRESSURE LIGHT ALL COME ON AND WILL STAY ON UNTIL THE VEHICLE IS SHUT OFF.</p> <p>NO</p> <p>VSA 26-1, 21-2, VTM 44-1 AND TPMS LOW PRESSURE CODES AND TRANSMISSION CODES</p> <p>ALL VSA AND VTM CODES CLEARED AND TPMS CODES CLEARED. ONLY CODE THAT CAME BACK ON IT TPMS TRANSMISSION CODE FOR RR WHEEL.</p> <p>YES, IT IS 2.48V WHEN STILL</p> <p>DID NOT CK</p> <p>OK</p> <p>OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2807912	DAVIDK	04/20/2009	RAYD	11

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATION 25-1 CODE	REPLACE YAW SENSOR, CHK PIN FITS
	<b>Resin Source:</b> None	<b>Date:</b>
	<b>Status:</b> N/A	<b>Mileage:</b> 53,782
	<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b> <b>Dir Cont:</b> MIKE <b>Serv Ph:</b> (540) 381-3200 <b>Serv Mgr:</b> MIKE WILLIAMS <b>Parts Mgr:</b> RICKY THOMPSON <b>Dir Name:</b> DUNCAN'S HOKIE HONDA 2040 ROANOKE STREET CHRISTIANSBURG VA 24073 <b>Phone:</b> (540) 381-3200 <b>Fax #:</b> 5403813230 <b>DPSM:</b> MONROE NUTE <b>Zone/Dist:</b> 06G <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> EST <b>Training %:</b> <b>Extn:</b>	<b>VIN:</b> 5FNYF18615E [REDACTED] <b>Err:</b> <b>Year:</b> 2,005 <b>Model:</b> PILOT <b>Tran:</b> 5AT <b>Trim:</b> EX-LRES <b>Doors:</b> 5DR <b>WD:</b> <b>Fact:</b> LINCOLN <b>Country:</b> USA <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61407092 <b>Trans #:</b> BVGA7022776 <b>Em Type:</b> KA <b>RO #:</b> <b>Case Type:</b> Technical <b>W.O. #:</b>
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**Tech Line Suggests****Information from Dealer**

<p>4/20/2009 11:51:15 AM      DAVIDK  1 (NEW CONTACT THAT WAS LOST)</p> <p>2 HOW MANY TIMES</p> <p>3 SEND IN SNAP SHOT. STAND STILL THEN ACELL TO 25-28 THEN BACK TO STOP. WILL REVIEW AND CALL BACK</p>	<p>CUST STATES THE CAR WILL SELF APPLY THE BRAKES THEN SLOW DOWN. HAVE TO CYCLE IGN SW TO GET IT RELEASED. WE HAVE NOT REPRODUCED ON TEST DRIVE. HAVE CODE 25-1 IN SYSTEM. CLEANED GROUND. CAR STILL RETURNED</p> <p>FOR CUST HAS HAPPENED MULT TIMES. WE HAVE NOT REPRODUCED. TRIED DIFFERENT THINGS. CUST RETURNS CELL 1 540-392-6771</p>
<p>4/20/2009 1:03:22 PM      DAVIDK  4 HAVE NOT RECEIVED SNAP SHOT YET</p>	
<p>4/20/2009 3:09:02 PM      DAVIDK  5 HAVE NOT RECEIVED SNAP</p>	
<p>4/21/2009 9:15:55 AM      JOHNB  6 RECEIVED SNAP SHOT VIA TECH LINE  EMAIL;FORWARDED TO REQUESTOR: DAVIDK</p>	
<p>4/21/2009 9:36:59 AM      DAVIDK  7  8 WHEN SNAP SHOT WAS TAKEN WHERE YOU TURNING  9 DID YOU SPIN THE WHEELS. TCS WAS ACTIVATING  10 WHEN CUST STAES THIS HAPPEN WAS THE ACTIVATION TRINGLE COMING ON  11 NEED A HIGH SPEED SNAP SHOT W YAW LAT ACELL AND WHEEL SPEES. GO IN A STRIGHT LINE FROM 0 TO 25 THEN BACK DOWN</p>	<p>CB TO TECH  YES I LEFT THE DEALER THEN WENT AROUND THE BLOCK DONT THINK SO  YES.</p>
<p>4/21/2009 11:47:16 AM      TOMP  12  13  14 SEE LINE 11</p>	<p>MIKE:  WHAT SENSORS DID HE SAY TO SS?</p>
<p>4/21/2009 1:30:18 PM      JOHNB  15 RECEIVED SNAP SHOT VIA TECH LINE  EMAIL;FORWARDED TO REQUESTOR: DAVIDK</p>	
<p>4/21/2009 2:15:49 PM      DAVIDK  16 SNAP SHOT SHOWES NORMAL WHEEL SPEED. LITTLE STEERING WHEEL INPUT  17 CK CONNECTIONS C303. IF NO BENT PINS ARE FOUND REPALCE MODULATOR</p>	<p>HAD TO PULL OUT IN TRAFIC</p>
<p>5/5/2009 10:25:33 AM      GARYR  18  19 CHK G302  20 CHK BAT CONN AND G1  21 CHK YAW ON THE DATA LIST AND WIGGLE CONN CHK FREEZE DATA YAW SHOULD BE ABOUT 2.5V ON FLAT GROUND. CHK G302 AND CRIMPS CHK P47 AND P32 AT MOD CHK REF VOL AND PIN FIT AT YAW P2 VOL DROP P4 AND CHK PIN FIT IF NTF REPL YAW SENSOR AND DO MEM</p>	<p>REPLD MOD AND BACK WITH CODE 25  YES, SANDED  GOOD</p>
<p>5/13/2009 3:35:43 PM      RAYD  22 LOOKING AT THE SNAPSHOT, I SEE THE VEHICLE IS GOING STRAIGHT BY THE YAW, LAT AND 4 WHEEL SPEEDS, THE SAS IS READING 316 DEGREES, THIS WOULD BE A PRETTY SHARP RT TURN, WE SHOULD START LOOKING AT THE STEERING ANGLE SENSOR TO MAKE SURE IT IS WORKING CORRECTLY IF THE CALL COMES BACK.</p>	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3207949	TROYS	10/18/2011	TROYS	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 51	MOD; REPLACE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 51,544
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 5FNYF18565E	<b>Err:</b>
<b>Dir Cont:</b> GUNARD	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (503) 255-8345	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN GERACI			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEITH GEORGE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> RON TONKIN HONDA 300 S.E. 122ND AVENUE PORTLAND OR 97233			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (503) 255-8345	<b>Fax #:</b> (503) 408-4392		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> JASON RUST	<b>Zone/Dist:</b> 02C		<b>Engine #:</b> J35A61408975	<b>Trans #:</b> BVGA7028044
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 200048	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>10/18/2011 2:45:47 PM TROYS</p> <ol style="list-style-type: none"> <li>1 ORIGINAL COMPLAINT</li> <li>2 ISIS SEARCH CRITERIA</li> <li>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</li> <li>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</li> <li>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</li> <li>6 REPLACE THE MOD</li> </ol>	<p>VSA CODE 51[HARD CODE] POWER AND GROUND ARE AVAILABLE          [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]          [KEYWORD: VSA]          YES FOLLOVED TS AND IT IS THE MOD          YES          NO</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2499119	TOMP	11/26/2007	ROBERTH	2

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA DTC 68	MSG: REPL VSA MODULATOR		
		<b>Resln Source:</b>	Message center	<b>Date:</b> 11/30/2007
		<b>Status:</b>	N/A	<b>Mileage:</b> 45,502
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18695	<b>Err:</b>
<b>Dir Cont:</b>	DUANE LANGLEY	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	803-691-8500	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	BRENT SAWYER			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>				<b>Fact:</b>	LINCOLN
<b>Dir Name:</b>	MIDLANDS HONDA			<b>Desc:</b>	PILOT 5DR EX-L RES 6CYL 255.0 HP
	124 KILLIAN COMMONS PK			<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
	COLUMBIA	SC 29203		<b>Engine #:</b>	J35A61410073
<b>Phone:</b>	(803) 791-5660	<b>Fax #:</b>	8039364889	<b>Trans #:</b>	BVGA7031101
<b>DPSM:</b>	JOHN KERRIGAN	<b>Zone/Dist:</b>	06N	<b>Em Type:</b>	KA
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>RO #:</b>	335161
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>11/26/2007 8:17:09 AM TOMP</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 PREVIOUS REPAIR DESCRIPTION</p> <p>4</p> <p>5 CAN YOU DUPLICATE THE COMPLAINT?</p> <p>6 FOLLOW S/M TROUBLESHOOTING?</p> <p>7 HOW CAN I HELP?</p> <p>8 AND HAVE YOU COMPLETED THE T/S?</p> <p>9 CHECK BRAKE SWITCH AND PEDAL ADJUSTMENTS; IF VSA IS SEEING PRESSURE AND NO BRAKE SW INPUT. THE VSA MODULATOR IS FAULTY.</p> <p>11/30/2007 7:47:25 AM ROBERTH</p> <p>10 MSG</p>	<p>DTC 68-1 BRAKE LIGHT SWITCH. INSTALLED NEW SWITCH. CODE REAPPERED AND THE BRAKES WILL ACTIVATED WHEN SLOWING DOWN AND THEN YOU CANT ACCELERATE UNLESS YOU SHUT THE CAR DOWN AND RESTART. PROBLEM IS INTERMITTENT. BOOKS SAID TO SUB. A KNOWN GOOD PCM FIRST.</p> <p>YES</p> <p>INSTALLED BRAKE SWICTH AND CLEARED CODES</p> <p>DUANE</p> <p>SOME TIMES.</p> <p>YES</p> <p>SAYS SWAP/REPLACE PCM.</p> <p>NO, CAR OUT OF WARRANTY; WANTED TO CHECK WITH YOU FIRST.</p> <p>REPL VSA MODULATOR</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2963795	CHRISV	02/03/2010	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 68	VSA MOD; REPLACE		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 48,705
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18505E	<b>Err:</b>
<b>Dir Cont:</b> PHILLIP WILLIAMS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (205) 491-8484	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> PHILLIP PUTMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GREG THOMAS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> SERRA HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1813 ENSLEY AVENUE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
BIRMINGHAM	AL 35218		<b>Engine #:</b> J35A61410118	<b>Trans #:</b> BVGA7030258
<b>Phone:</b> (205) 491-8484	<b>Fax #:</b> (205) 491-8729		<b>Em Type:</b> KA	
<b>DPSM:</b> VAN CROCKER	<b>Zone/Dist:</b> 07C		<b>RO #:</b> 149997	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 2/3/2010 7:53:18 AM      CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4 WHAT CODE
  - 5 DID THE CUST JUST RECENTLY PURCHASE THIS CAR
  - 6 ANY OTHER CODES
  - 7 REPLACE THE VSA MOD

### Information from Dealer

VSA LIGHT COMES ON AND BRAKES ACTIVATE WHILE DRIVING

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: PARKING BRAKE][KEYWORD: ]

68. WE REPLACED THE BRAKE SW AND THE CUST TOOK THE CAR, IT RECODED FOR THEM. I CAN NOT GET IT TO CODE

NO

WHEN IT FIRST CAME IN IT HAD SOME INTERNAL CODES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3132016	RAYD	03/23/2011	RAYD	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 61, 64 66 112	BATTERY?;MODULATOR?; VERIFY PWR/GRND TO MODULATOR
		ResIn Source: None                      Date:
		Status: N/A                              Mileage: 39,665
		Remarks / Requestor:                      FE Status:

<b>Dealer #:</b> <b>Dir Cont:</b> COLIN KEPNER <b>Serv Ph:</b> (312) 628-4400 <b>Serv Mgr:</b> ANDREW ZAJAC <b>Parts Mgr:</b> KEITH SUDIE <b>Dir Name:</b> FLETCHER JONES HONDA 1100 NORTH CLARK ST. CHICAGO IL 60610  <b>Phone:</b> (312) 628-4400 <b>Fax #:</b> (312) 944-0149. <b>DPSM:</b> WILLIAM MCKEE <b>Zone/Dist:</b> 08D <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> CST <b>Training %:</b> <b>Extn:</b> <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> LINCOLN <b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61411174 <b>Trans #:</b> BVGA7035102 <b>Em Type:</b> KA <b>RO #:</b> 341699 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-L <b>WD:</b> <b>Country:</b> USA
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### Tech Line Suggests

### Information from Dealer

3/23/2011 11:08:06 AM      RAYD	
1 ORIGINAL COMPLAINT	VSA DTC'S ARE 61, 64, 66, 112. 64 RESETS IMMEDIATELY. ALL OTHER CODES DO NOT HAVE A CHANCE TO SET. CIRCUIT TESTING PER S/M FOR DTC 64 SEEMS TO INDICATE A BAD MODULATOR AND THE HARNESS TESTS IDENTICAL TO ANOTHER PILOT. ANY KNOWN ISSUES WITH THE VSA MODULATOR ON THIS VEHICLE? [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ] [KEYWORD: 64]
2 ISIS SEARCH CRITERIA	YES
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 THIS IS A VERY SHORT TRIP DRIVER, HOW'S THE BATTERY?	ITS GOOD, CHECKED WITH THE GR8
7 AND THE DTC'S COME RIGHT BACK?	YES
8 VERIFY POWER AND GROUND AT THE MODULATOR, IF OK, MODULATOR MUST BE THE CAUSE	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3271404	CHRISR	03/28/2012	CHRISR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 25-1	MOD?, VFY SNSR INPUT V, REPLACE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 98,864
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18615E	<b>Err:</b>
<b>Dir Cont:</b> PHIL CILLI	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (843) 689-2880	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JAMES FROST			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JEFFREY KOHLER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> Hilton Head Honda			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
161 FORDING ISLAND ROA			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
BLUFFTON SC 29910			<b>Engine #:</b> J35A61411687	<b>Trans #:</b> BVGA7037967
<b>Phone:</b> (843) 689-2880	<b>Fax #:</b> (843) 815-0339		<b>Em Type:</b> KA	
<b>DPSM:</b> TRACY GARNEAU	<b>Zone/Dist:</b> 07G		<b>RO #:</b> 134677	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>3/28/2012 12:20:03 PM CHRISR</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6 CK DATALIST, ALL 3 ARE 2.5V SITTING STILL</p> <p>7 THEN HARD ISSUE, DATALIST NEXT, ROCK CAR WHILE WATCHING DATA</p> <p>8 I SUSPECT THE MOD OF ACTING UP</p>	<p>CUSTOMER STATES VEHICLE WILL INTERMITTANTLY PULL OR SLOW DOWN WITH NO DRIVER INPUT. VSA STORED AND VTM-4 CODE 44-1</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]</p> <p>[KEYWORD: KNOCK]</p> <p>Y</p> <p>N</p> <p>N</p> <p>OK, CODE TRIPS RIGHT AWAY</p> <p>OK</p> <p>OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2769182	RUDYG	02/04/2009	PAULI	7

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA ACTIVATES, CODE 68	MODULATOR?; REPLACE	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> P HMA	<b>Mileage:</b> 69,379
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18585E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> STEVE SPACEK	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (785) 843-0550	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> LARRY WHITSON		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CURT MILLER		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> JACK ELLENA HONDA 2112 WEST 29TH TERRACE LAWRENCE KS 66047		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (785) 843-0550	<b>Fax #:</b> 7858433680	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MICHAEL WEHMEIR	<b>Zone/Dist:</b> 08K	<b>Engine #:</b> J35A61411935	<b>Trans #:</b> BVGA7037285
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 189670	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>2/4/2009 9:37:11 AM</b>	<b>RUDYG</b>	
1 ORIGINAL COMPLAINT		WHILE DRIVING AT ANY SPEED THE VEHICLE WILL APPLY THE BRAKES ITSELF RANDOMLY. HAS VSA CODE 68-1 STORED. REPLACED BRAKE SWITCH TO NO AVAIL. BRAKE SWITCH CIRCUIT CHECKS GOOD. AFTER CLEARING LIGHT IT WILL BE FINE FOR AWHILE THEN MESS UP AGAIN, BUT THE LIGHT WON'T KICK ON TILL LATER, THEN THE PROBLEM STOPS.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 HOW SEVERE IS BRAKING?		VERY BAD, HITS PRETTY HARD
4 ANY ACCIDENT DAMAGE ON THIS CAR?		NO
5 CHECK FOR AFTERMARKET TRAILER HITCH WIRING.		OK
WE WANT TO MAKE SURE WE DON'T GET A BRAKE SWITCH INPUT WITH ANYTHING EXCEPT BRAKE PEDAL		
6 I ALSO WANT YOU TO REPL THE VSA MODULATOR		OK
7 (PEND TO PAULI)		
<b>2/4/2009 10:19:37 AM</b>	<b>PAULI</b>	
8 WILL P/U		
<b>2/4/2009 10:35:25 AM</b>	<b>PAULI</b>	
9 FAXED SHIP REQUEST		
<b>2/12/2009 4:19:03 PM</b>	<b>PAULI</b>	
10 VSA MOD RCVD-FRWD>RUDY		
<b>4/14/2009 4:18:18 PM</b>	<b>PAULI</b>	
11 VSA FRWD>HMA, BILL KELLEY		A/B 636073119840

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2393003	KENE	07/10/2007	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODULATES ON LIGHT TURNS	BODYSHOP REPAIR; CK POWER AND GROUNDS		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 31,219
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18545B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> MARK SMITHERS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (205) 823-3333	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RUDY ARVIZU			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CHRIS ABSTON			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> TAMERON HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1675 MONTGOMERY HWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
BIRMINGHAM AL 35216			<b>Engine #:</b> J35A61414143	<b>Trans #:</b> BVGA7045758
<b>Phone:</b> (205) 823-3333	<b>Fax #:</b> (205) 443-7656		<b>Em Type:</b> KA	
<b>DPSM:</b> VAN CROCKER	<b>Zone/Dist:</b> 07C		<b>RO #:</b> 393515	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

7/10/2007 12:44:07 PM KENE

- |   |   |
|---|---|
| <p>1</p> <p>2 CHECK GROUND AT TRANS AND G1, USE A 10 AMP FUSEABLE LINK THE CHECK POWER AND GROUND TO VSA MODULATOR.</p> | <p>AFTER REPLACING BURNT WIRE HARNESS AND VSA UNIT DUE TO BODY SHOP REPAIRS-VSA ACTIVE LIGHT WILL COME ON AND VSA ACTIVATES IN VERY SLIGHT TURNS-ENGINE POWER CUTS OUT TOTALLY UNTILL CAR STRAIGHTENS UP-THEN ACCELERATES NORMALLY. VSA UNIT WAS WAS SET TO NEUTRAL POSISITION.</p> |
|---|---|

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2475629	CHRISV	10/23/2007	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 86-1	WRONG PCM; CK P/N		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 35,630
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18675E	<b>Err:</b>
<b>Dir Cont:</b> MICHAEL SMITH	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (304) 768-1251	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> DAVID ABARE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KENT NICHOLS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> LESTER RAINES HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
5102 MAC CORKLE AVE SW			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
SOUTH CHARLESTO	WV 25309		<b>Engine #:</b> J35A61416830	<b>Trans #:</b> BVGA7058782
<b>Phone:</b> (304) 768-1251	<b>Fax #:</b> 3047682428		<b>Em Type:</b> KA	
<b>DPSM:</b> DAVID STELTER	<b>Zone/Dist:</b> 04K		<b>RO #:</b> 373225	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

10/23/2007 6:20:58 AM	CHRISV
1 ORIGINAL COMPLAINT	VSA LIGHT ON DTC 86-1
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACED VSA MODULATOR
4	CAR IS FROM A BODY SHOP. THEY REPLACED THE ENG HARNESS. CAME IN W/ CODE 86. REPLACED MOD AND NC NOT SURE
5 P/N	YES
6 WAS THE REPLACED	
7 CK P/N OF BOTH	
12/14/2009 10:40:17 AM	RUDYG
8 12/14/2009 10:40:34 AM RUDYG(CALLED DLR)	(JOE, SERVICE ADVISOR)
9 CALLING FOR INFO ON FIX FOR A CAR YOU GUYS WORKED ON BACK IN 07 (GAVE VIN AND RO DATE)	THAT WAS DONE THRU OUR BODY SHOP. I DOESN'T GIVE ME MUCH INFO HERE. JUST SAYS WE REPL'D MODULATOR, HARNESS AND ECM
10 P/N SHOWN?	NO
11 THANKS FOR TRYING	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2563922	KENE	02/27/2008	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA SELF CHECK NOISE	NORMAL SELF CHECK; VERIFY COMPLAINT		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 69,419
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18645E	<b>Err:</b>
<b>Dir Cont:</b> MICHAEL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (940) 322-5451	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> YOSHI FUKASAWA			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GARY HEASTON			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> PATTERSON HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
2510 OLD JACKSBORO HIG			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
WICHITA FALLS TX 76302			<b>Engine #:</b> J35A61417358	<b>Trans #:</b> BVGA7061771
<b>Phone:</b> (940) 322-5451	<b>Fax #:</b> (940) 687-8183		<b>Em Type:</b> KA	
<b>DPSM:</b> LD ANDRUS	<b>Zone/Dist:</b> 03E		<b>RO #:</b> 81435	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

2/27/2008 7:09:02 AM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 COMPARE TO LIKE
- 4 SELF CHECK
- 5 SOME NOISE IS NORMAL

### Information from Dealer

CUST STATES THE IS A GRINDING NOISE AND VSA LIGHT COMES ON  
 NO  
 NOT NORMAL  
 YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3216697	CHRISV	11/09/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 83-1 VTM 77-1	PCM?; REFER TO T-SHOOT
		<b>ResIn Source:</b> None <b>Status:</b> N/A <b>Remarks / Requestor:</b>
		<b>Date:</b> <b>Mileage:</b> 55,747 <b>FE Status:</b>

<b>Dealer #:</b> <b>Dir Cont:</b> JOSHUA PRICE <b>Serv Ph:</b> (205) 823-3333 <b>Serv Mgr:</b> RUDY ARVIZU <b>Parts Mgr:</b> CHRIS ABSTON <b>Dir Name:</b> TAMERON HONDA 1675 MONTGOMERY HWY BIRMINGHAM AL 35216 <b>Phone:</b> (205) 823-3333 <b>DPSM:</b> VAN CROCKER <b>Previous Dealer/Contact:</b>	<b>TZ:</b> CST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> (205) 443-7656 <b>Zone/Dist:</b> 07C <b>Date:</b>	<b>VIN:</b> 5FNYF18615E [REDACTED] <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> LINCOLN <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61417766 <b>Em Type:</b> KA <b>RO #:</b> 572667 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-LRES <b>WD:</b> <b>Country:</b> USA <b>Trans #:</b> BVGA7063716
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### Tech Line Suggests

- 11/9/2011 8:07:57 AM CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 DO THE CODES CLEAR
  - 7 REFER TO T-SHOOT

### Information from Dealer

WHILE ACCELERATING FROM A STOP VEHICLE LOSES POWER AND VSA LIGHT FLASHES. 83-1 AND 77-1.  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]

CLEANED BATTERY CONN  
 NO  
 YES BUT RECODES A WEEK LATER



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2536766	DAVEM	01/18/2008	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	DTC'S 61-1, 68-1, 112-1 INTERM	LOW BATT?; KEEP CAR TO TRY AND DUP? SWAP BATT		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 27,086
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18695E	<b>Err:</b>
<b>Dir Cont:</b> DAVID HELPER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (561) 844-5700	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> DAVID LEATHERMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ANTONIO ROCHA III			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ED MORSE HONDA 3790 W. BLUE HERON BL. RIVIERA BEACH FL 33404			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (561) 844-5700	<b>Fax #:</b> (561) 863-0655		<b>Engine #:</b> J35A61417846	<b>Trans #:</b> BVGA7063395
<b>DPSM:</b> OPEN POSITION	<b>Zone/Dist:</b> 07M		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 50952	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>1/18/2008 12:32:54 PM DAVEM</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 PREVIOUS REPAIR DESCRIPTION</p> <p>4</p> <p>5 VRFY?</p> <p>6 CUST LEAVING A LIGHT ON?</p> <p>7 CHK ALL GROUNDS TO VSA?</p> <p>8 LET'S KEEP AND TRY AND DUP. SWAP THE BATT AND MON</p>	<p>VSA AND TPMS LIGHT COME ON INT. VEHICAL HAS A LISTOF DTCS,61-1, 68-1, 112-1, FOR ABS. 44-1 FOR VTM RELAY. AND TPMS 13-1,17-1, 32-1. THE BATTERY TESTSGOOD, CHECKED GROUND G302,SEEMS O.K. ALL TIRE PRE SSURE ARE GOOD.</p> <p>YES</p> <p>SAME 9/26/07</p> <p>WE CAN NEVER DUP AND ALL BATT AND UNIT CONNECTIONS ARE SOUND</p> <p>NEVER</p> <p>?</p> <p>YES</p> <p>OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2870974	KENE	07/24/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA CODE 25	YAW RATE SENSOR; CK PIN FITS, G302		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 69,638
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18675E	<b>Err:</b>
<b>Dir Cont:</b> LAWRENCE PARR	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (803) 366-8161	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> CHRISTOPHER RICE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ERIC HAWKINS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA CARS OF ROCK HILL			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
686 GALLERIA BOULEVARD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ROCK HILL SC 29731			<b>Engine #:</b> J35A61418583	<b>Trans #:</b> BVGA7066840
<b>Phone:</b> (803) 366-8161	<b>Fax #:</b> 8033278343		<b>Em Type:</b> KA	
<b>DPSM:</b> MARK SIMPSON	<b>Zone/Dist:</b> 06K		<b>RO #:</b> 174197	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>7/24/2009 8:11:36 AM</b>	<b>KENE</b>
1 ORIGINAL COMPLAINT	VSA LIGHT ON CODE 25-1 YAW RATE SENSOR FAILURE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CHECK PIN FITS AND G302 IF OK YAW RATE SENSOR	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3065131	DAVIDK	10/05/2010	DAVIDK	1

**Code**      **Original Complaint**  
P 4230      VSA PROBLEM 25-1 MULT X

**Probable Cause/Solution**  
SENSOR?; REPALCE

**Resln Source:**      None

**Date:**

**Status:**              N/A

**Mileage:**      76,238

**Remarks / Requestor:**

**FE Status:**

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18695B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> RICHARD	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (812) 232-5376	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> WILLIS BARNETT		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT RHOADES		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> THOMPSON'S HONDA 101 SOUTH 1ST STREET TERRE HAUTE IN 47807		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (812) 232-5376	<b>Fax #:</b> (812) 232-1111	<b>Engine #:</b> J35A61419495	<b>Trans #:</b> BVGA7068800
<b>DPSM:</b> JEANNE ALTMILLER	<b>Zone/Dist:</b> 04E	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 222432	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

10/5/2010 7:59:25 AM      DAVIDK

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4
  
- 5 DIAG FROM S/M
  
- 6 CLEAN VSA GROUND. CONNECTIONS. TRY SENSOR

COSTER STATES THE VSA LIGHT IS ON, WHEN IT COMES ON THERE IS A GROANING NOISE THAT COMES FROM THE FRONT DRIVER SIDE AND THE VEHICAL PULLS LEFT WITH OUT APPYLING THE BRAKES

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]

[KEYWORD: VSA]

CODE 25-1 61-1 112IN THE SYSTEM LAST VISIT. THIS VISIT, THIS VISIT INTERMIT. WILL NOT RECODE UNTILL CUST GETS THE CAR. CAME IN TODAY W ONLY 25-1 WE CAN NOT REPRODUCE THE CODE. TEST DROVE 25 MILES. NOTHING

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2333620	STEVEN	04/25/2007	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES ON ITS OWN	2/9: REPLACED VSA MODULATOR		
		<b>ResIn Source:</b>	Warranty	<b>Date:</b> 02/09/2009
		<b>Status:</b>	N/A	<b>Mileage:</b> 15,698
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18565E	<b>Err:</b>
<b>Dir Cont:</b> RYSZARD	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (312) 628-4400	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ANDREW ZAJAC			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEITH SUDIE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> FLETCHER JONES HONDA 1100 NORTH CLARK ST. CHICAGO IL 60610			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (312) 628-4400	<b>Fax #:</b> 3129440149		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> WILLIAM MCKEE	<b>Zone/Dist:</b> 08D		<b>Engine #:</b> J35A61420268	<b>Trans #:</b> BVGA7070349
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 196927	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 4/25/2007 1:06:10 PM STEVEN
- 1
  - 2 WERE YOU ABLE TO DUPLICATE?
  - 3 YES IT COULD HAVE
  - 4 GOOD JOB

### Information from Dealer

CLIENT REPORTS ACTIVATION OF VSA WHILE DRIVING TROUBLE CODES IN SYSTEM 25-1 61-1 AND 112-1. THERE WAS ALSO A TROUBLE CODE IN PCM = P0462 NO, BUT I FOUND THE GROUND AT G302 WAS LOOSE, I CLEANED IT UP AND TIGHTENED THE GROUND, COULD THIS HAVE CAUSED THE PROBLEM? OK WELL I THINK ITS FIXED THEN THANKS

### 2/9/2009 10:17:26 AM RUDYG

- 5 02/9/2009 10:17:54 AM RUDYG (REVIEWED WARR CLAIMS)
- 6 FROM CLAIM; Labor: 413199 (BRAKE FLUID LEAK FROM ABS PUMP. S/B# 92-025) Contention: 03205 (CUSTOMER STATES THE ABS SYSTEM IS ACTING ABNORMAL SEE HISTORY/ANDY.) Failed Part: 57110-S9V-A61 (MODULATOR ASSY., VSA)

FROM CLAIM; REPLACED MODULATOR

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2629919	KEITHC	06/11/2008	KEITHC	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 27	REPLACE SAS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 82,272
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	MST	<b>VIN:</b> 5FNYF18575E	<b>Err:</b>
<b>Dir Cont:</b> CHUCK DURHAM	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (303) 369-7800	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> BILL DOUD			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CRAIG REHBURG			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> MILE HIGH HONDA 2777 SOUTH HAVANA DENVER CO 80014			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (303) 369-7800	<b>Fax #:</b> (303) 369-1554		<b>Engine #:</b> J35A61421454	<b>Trans #:</b> BVGA7072674
<b>DPSM:</b> JASON SCHER	<b>Zone/Dist:</b> 10C		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 550104	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

6/11/2008 9:35:16 AM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 REPLACE SAS

D4 LIGHT FLASHING, VSA AND ! LIGHTS ON.  
NO  
VSA CODE 27, 2X

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3146825	TOMP	05/05/2011	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA DTC 25	YAW SENSOR; G302, REFER TO HSN-07/08, REPAIR AS NEED		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 107,944
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18505E	<b>Err:</b>
<b>Dlr Cont:</b> KORI GARVIN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (501) 327-2777	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> LANCE SMITH			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MARC SWANN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> HONDA WORLD			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
450 E. DAVE WARD DRIVE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
CONWAY AR 72032			<b>Engine #:</b> J35A61424919	<b>Trans #:</b> BVGA7078891
<b>Phone:</b> (501) 327-2777	<b>Fax #:</b> (501) 329-5689		<b>Em Type:</b> KA	
<b>DPSM:</b> AMY CLAWSON	<b>Zone/Dist:</b> 03F		<b>RO #:</b> 25973	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 5/5/2011 7:07:34 AM TOMP
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 DTCs?
  - 8 CRASH DAMAGE, REPAIRS, OTHER ELECTRICAL REPAIRS?
  - 9 REVIEW "CASES" AND "KBs"
  - 10 SEVERAL CASES REPORT G302 LOOSE OR FAULTY.
  - 11 ONE YAW RATE SENSOR.
  - 12 SEVERAL MENTIONS OF CHECK C305 CONNECTION/PINFITS.
  - 13 ALSO REFER TO HSN-07/08

### Information from Dealer

VSA LIGHT ON AT TIMES  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD: ]  
 YES  
 NO  
 NO  
 KORI:  
 DTC 25 RESETS WITH ENGINE RUNNING, CAR STOPPED.  
 FRONT END CRASH DAMAGE; REPAIRED.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1571428	LANCEK	05/12/2005	PAULI	8

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 68	6/1: REPLACED BRAKE BOOSTER AND ITS FIXED		
		<b>ResIn Source:</b>	Spoke w/ Dealer	<b>Date:</b> 04/13/2010
		<b>Status:</b>	P HMA	<b>Mileage:</b> 1,080
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF185X5E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> RON MCCLUNG	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (317) 299-3551	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JERRY KELLY		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DENNIS CLARK		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA WEST		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
4701 WEST 38TH STREET		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
INDIANAPOLIS IN 46254		<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (317) 299-3551	<b>Fax #:</b> 3172982745	<b>Em Type:</b> KA	
<b>DPSM:</b> JEANNE ALTMILLER	<b>Zone/Dist:</b> 04E	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

6/3/2005 LANCEK  
1 05/12/05 11:20:29 ISIS:----->  
2  
3  
4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR  
5 THIS PROBLEM?----->  
6 05/12/05 11:21:14 LANCEK:----->  
7  
8 DUPLICATE?----->  
9  
10 CHECK ROTORS FOR HEATING, CHECK BRAKE  
11 SW ADJUSTMENT.  
12 PLEASE CALL BACK WITH FINDINGS.  
13 05/12/05 12:08:50 JOHNB:----->  
14  
15  
16 OKK...NOT SURE HIS DIRECTIVE..DID YOU CHECK G302  
FOR PAINT,POOR CONTACT,POOR VOLTAGE DROP  
17 HTL-INFO VSA, VTM4, PGM DTCs (CHECK G302 FOR  
PAINT)  
18  
19 PLEASE CHK G302----->  
20  
21  
22 WILL PASS YOUR REQUEST,PLEASE CHK G302----->  
23 PENDED FOR CALLBACK PER TECH REQUEST,TO:  
LANCEK  
24 05/13/05 12:39:54 ROSSL:----->  
25 TRANSFER TO GENERAL----->  
26 05/13/05 12:48:22 KENE:----->  
27 G302?----->  
28 QUIZ CUST ABOUT TWO FOOTED DRIVER  
29 06/01/05 06:23:49 PETERL:----->  
30 WHAT DID YOU FIND----->  
31  
32  
33 THANKS FOR INFO  
34 06/03/05 14:02:01 GARYS:PI, PLEASE HAVE THIS  
BOOSTER SENT TO HMA STEPHEN WOODRY ASAP  
35 EMAILED TO HMA  
36 06/03/05 15:13:04PAULI:----->  
37 06/13/05 09:39:07PAULI:----->  
38  
39 06/13/05 09:49:31PAULI:----->  
40

VSA & TCS LIGHTS ON, CAR DRIVING LIKE BRAKES ON,  
A/T TEMP LIGHT CAME ON, CAR GOING AT 5 MPH AT 3000  
RPM

NO  
VSA CODE 68, CUST STATES THE CAR FEELS LIKR  
IT'S DRAGING.  
THE CAR WAS TOWED IN, I JUST CHECKED THE  
CODES.

CHECKED ROTORS FOR OVERHEATING,NO EVIDENCE OF  
SUCH;BRAKE SWITCH ADJUSTMENT OK;SO TOLD TO  
CALL HIM BACK WITH THIS INFO

NO  
WILL YOU PLEASE HAVE LANCE CALL ME BACK SINCE  
HE REQUESTED I CB WITH THE RESULTS;I HAVE THE  
FEELING HE WAS GOING TO DIRECT ME FURTHER  
WILL DO

RON, WE STILL CANT GET TO DUP  
WE CLEANED IT

(CB)  
BRAKES WERE STICKING ON WE PULLED THE BOOSTER  
VACUUM LINE AND IT RELEASED. WE REPLACED  
THE BOOSTER AND CUSTOMER HAS NOT BEEN BACK

FAXED SHIP REQUEST  
CLM #244133 (\$912.85/ PAID 5/19/05)  
R&R 46400-S3V-A11 (BOOSTER)  
DENNIS  
WE SENT PER A/B #7923-0067-6330



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2655695	RUDYG	07/23/2008	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM, CODE 27-1	BODY SHOP ERROR?; CANCEL SLEEVE UPSIDE DOWN		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 43,486
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18585B	<b>Err:</b>
<b>Dir Cont:</b> BOB LEAMONS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (501) 525-4565	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JEFFREY CORDER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CAL JONES			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ORR HONDA OF HOT SPRINGS 4701 CENTRAL AVENUE HOT SPRINGS AR 71913			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (501) 525-4565	<b>Fax #:</b> 5015250872		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> AMY CLAWSON	<b>Zone/Dist:</b> 03F		<b>Engine #:</b> J35A61427405	<b>Trans #:</b> BVGA7083319
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 124070	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>7/23/2008 9:56:35 AM RUDYG</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 WHERE WAS CAR HIT?</p> <p>4 I WOULD.</p> <p>5 YOU ARE CORRECT. THAT ARROW GOES FACING UP. REPOSITION IT AND RECHECK FOR CODE. SUSPECT YOUR CODE 22-2 IN VTM 4 IS SEPERATE ISSUE. DIAG PER S/M</p>	<p>CODE 27-1, STEERING ANGLE SENSOR FAILURE AFTER ACCIDENT</p> <p>NO</p> <p>FRONT END. THERE ARE OTHER PROBLEMS WITH THIS VEH. IT HAS A VTM CODE 22-2 FOR WHL SPEED SENSOR RF. S/M SAYS TO CK FOR VSA CODES FIRST. DO I DO 27-1 CODE FIRST</p> <p>I DID FIND THAT ARROW ON BODY SWITCH IS POINTING DOWN. WHEN YOU LOOK IN S/M FOR SAS REPLACEMENT IT DOESN'T SAY ANYTHING ABOUT THIS ARROW. I FOUND A PICTURE OF IT IN S/M PG 23-152</p> <p>OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3258038	JOHNB	02/20/2012	DAVIDK	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA LIGHT ON, CODE 84-1	POSS MODULATOR, GV CHKS		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 110,918
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF185X5E [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> ALEX HARRISON	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (919) 322-1000	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> CHARLES PRIER		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KENNETH WESTBROOK		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> LEITH HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
3940 CAPITAL HILLS DR		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
RALEIGH NC 27616		<b>Engine #:</b> J35A61427558	<b>Trans #:</b> BVGA7083514
<b>Phone:</b> (919) 322-1000	<b>Fax #:</b> 9198500412	<b>Em Type:</b> KA	
<b>DPSM:</b> SCOTT MUDLIN	<b>Zone/Dist:</b> 06L	<b>RO #:</b> 138842	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

2/20/2012 12:43:23 PM JOHN B

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
  
- 7 DID YOU DO ALL DTC CK OR JUST VSA SYSTEM?
- 8 DO ALL DTC CHECK AND MAKE SURE NO U CODES IN PGM FI;IF ANY OTHER CODES,SEE IF RESET AND IF SO,DO RELATED TROUBLESHOOTING;IF NO RESET,ALSO SEE IF LAT/LONG/YAW ARE ALL ABOUT 2.5V AND IF SAS CHANGES WHEN YOU TURN WHL;OTHERWISE MAKE SURE VOLTAGE AND GROUND TO MODULATOR OK,CHK CONNECTIONS;POSS VSA MODULATOR

BODY SHOP CAR. VSA LIGHT WILL NOT GO OFF. CODE 84-1 STORED  
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: EWR]  
YES  
NONE,JUST RT REAR BODY REPAIRS  
NONE  
CAR CAME FROM A BODY SHOP,REPAIRED IN RT REAR;VSA LIGHT ON CODE 84-1;TRIED TO PERFORM NEUTRAL MEMORIZATION AND IT FAILS;NOW LIGHT WILL NOT RESET,BUT VSA LIGHT STILL ON  
JUST VSA

2/20/2012 1:02:23 PM DAVID K

- 9
- 10
  
- 11
- 12 Z PHAZE
- 13 CK V ON SAS SENSOR GROUND. SHOULD BE LESS THEN .2V ANY TIME. CK V ON BLU/ORN WIRE. WHEN STEERING WHEEL STRIGHT AND TURNING. SEND IN SNAP SHOT

NO U CODES IN CAR.  
WILL NOT LEARN SENSOR NEUT. YAW LAT AND LONG ARE 2.5V.  
SAS MOVES WHEN TURING THE STEERING WHEEL  
Z PHAZE NOT ON DATA LIST

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3210140	RUDYG	10/24/2011	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 84-1	SENSOR INPUT?; CK DATA LIST		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 119,628
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18645E	<b>Err:</b>
<b>Dir Cont:</b> TIM ANNAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (610) 269-8200	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> ROBERT ALEXANDER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN SMALL			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ROBERTS HONDA 19 PARK LANE DOWNINGTOWN PA 19335			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (610) 269-8200	<b>Fax #:</b> (610) 269-1347		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ANDREW MCGOWAN	<b>Zone/Dist:</b> 05J		<b>Engine #:</b> J35A61428604	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 493062	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>10/24/2011 1:51:27 PM RUDYG</b>	
1 ORIGINAL COMPLAINT	VSA LIGHT ON. DTC 84-1
2 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]
	[KEYWORD: VSA SWITCH]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES, CAME TO WITH A BUNCH OF CODES BUT CUST ONLY WANTED SRS LIGHT OFF. WE FIXED THAT SRS LIGHT BY REPLACING FRONT IMPACT SENSOR. NOW CUST WANTS VSA LIGHT OFF, HAS CODE 84
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	FIS
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 ANY OTHER VSA CODES?	NO
7 MODULATOR LOOKS LIKE RECENTLY REPLACED?	NOT REALLY
8 TRIED DOING VSA NEUTRAL POSITION MEM	YES, DIDN'T WORK. WHEN YOU PRESS VSA BUTTON THE LIGHT DID NOT COME BACK ON
9 DID YOU DO ALL DTC CK OR JUST VSA SYSTEM?	JUST VSA SYSTEM
10 DO ALL DTC CHECK AND MAKE SURE NO U CODES IN PGM FI	OK
11 LASTLY CK VSA SNAPSHOT AND LOOK FOR THIS AT TOP OF DATA LIST. HONDA ABS 05 34 01 15 A7	OK
12 ALSO SEE IF LAT/LONG/YAW ARE ALL ABOUT 2.5V AND IF SAS CHANGES WHEN YOU TURN WHL	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2442671	DAVEM	09/11/2007	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 86-1	F-CAN, G302, ??; CLR DTC AND T/S RETURNING CODE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 42,036
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18575E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ROBERT	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (618) 529-3700	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JEREMY JONES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GRAHAM JOHNSON			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> IKE HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
4407 WEST DEYOUNG ST			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MARION IL 62959			<b>Engine #:</b> J35A61428949	<b>Trans #:</b>
<b>Phone:</b> (618) 529-3700	<b>Fax #:</b> (618) 529-3766		<b>Em Type:</b> KA	
<b>DPSM:</b> JOHN LENON	<b>Zone/Dist:</b> 08H		<b>RO #:</b> 81119	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 9/11/2007 6:27:08 AM DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 other systems have dtc's?
  - 4 READ BACK ALL CLOSED CASES FOR VSA DTC 86 AND PCM DTC U0122> CHK THE PCM FOR DTC'S TOO. T/S WHAT EVER DTC COMES BACK

### Information from Dealer

VTM,VSA,AND TRACTION CONTROL LIGHTS ON.CODE 86-01 IN VSA SYSTEM.HDS SHOWS NO COMMUNICATION WITH VTM SYSTEM.

NO  
?  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2937313	RUDYG	12/07/2009	RUDYG	14

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA PROBLEM 86-1	FB: REPLACED PCM WITH 306 UNIT		
		<b>ResIn Source:</b>	Spoke w/ Dealer	<b>Date:</b> 12/14/2009
		<b>Status:</b>	N/A	<b>Mileage:</b> 66,311
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18675E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ROY DUBY	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 781-255-6000	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> DAVID CARLSON		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICHARD WATERMAN		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BOCH HONDA 279 PROVIDENCE HIGHWAY NORWOOD MA 02062		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (781) 255-6000	<b>Fax #:</b> 7816196888	<b>Engine #:</b> J35A61429093	<b>Trans #:</b> BVGA7086500
<b>DPSM:</b> DAN ENDERLE	<b>Zone/Dist:</b> 09F	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 556721	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

12/7/2009 9:32:05 AM	RUDYG	
1 ORIGINAL COMPLAINT		VSA LIGHT IS ON. CLEANED GROUND G302. PCM AND ABS
2 PREVIOUS REPAIRS OR PARTS REPLACED?		MODULATOR HAVE BOTH BEEN REPLACED.
3 ISIS SEARCH CRITERIA		[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD:
4 ANY CODES?		86]
5 DOES CODE CLEAR?		86-1 IN VSA, 85-1 IN TPMS
6 YOU CAN COMMUNICATE WITH MODULATOR?		I CAN'T CLEAR 86-1
7 WAS NEUTRAL POS MEM DONE ON NEW MODULATOR		NOT SURE, I GOT THAT CODE WITH ALL DTC CHECK
8 USE HDS AND CK YAW AND LAT. BOTH SHOULD BE		WON'T LET ME DO IT DUE TO CODE
WITHIN 2.48-2.52V		OK
9 IF ONE OR BOTH IS HIGHER THAN 2.52V, THEN		OK
BACKPROBE C401 PIN 8 AND V DROP TO BATT NEG		
POST		
10 LOOK FOR NO MORE THAN .3V		OK
11 IF HIGHER WE HAVE HIGH RESISTANCE ON GROUND		OK
12 IF YAW AND LAT READINGS ARE OK, DISCONNECT		OK
MODULATOR AND TURN KEY ON, CK FOR 1.7-2.3V ON		
WHT AND RED F CAN WIRES AT PIN 14 AND 30 OF		
MODULATOR		
12/8/2009 11:11:55 AM	DAVIDK	
13		MONITORED THE V P8 @ C401 .02 AT P14-30 WITH THE VSA
14		MODULATOR DISCONNECTED HAVE 2V
15		FOUND RPM AROUND 2,000 WITH THE MOTOR NOT
16 NO CODES IN PGM OR GAUGE		RUNNING.
17 BATTERY		CODES ONLY 86-1 IN VSA AND TPMS 85-1
18 REPLACED VSA OR PCM		NONE
19 REPLACE BATTERY. SHORT CABLES FOR 20 MIN. RE		HAS A BAD CELL. WE BEEN DOING THIS W THE BATTERY
CONNECT EVERYTHING,SEE WHAT RETURNED. DO A		ON A CHARGER.
ALL DTC. CLEAR THEN SEE WHAT RETURNS		BOTH ARE NEW
12/8/2009 1:35:30 PM	DAVIDK	
20		WE CLEARED THE CODE 85-1 IN TPMS. THE ONLY CODE WE
21		GET IS 86-1 IN VSA
22 YOU ARE STILL GETTING DATA W IGN OFF		VSA RPM DID CHANGE BACK TO CORRECT READING WITH
23 CK V ON FUSE 6 UNDER DR FUSE BOX. W IGN OFF		ENGINE RUNNING. YOU CAN REV THE MTR AND WATCH
24 RE CK DATA LIST. W IGN OFF SEE IF YOU ARE		THE RPM CHANGE. ONCE THE ENGINE IS TURNED OFF THE
GETTING SAS DATA WITH IGN OFF		RPM GOES BACK TO 2900
25 THIS IS THE SAME PROBLEM WITH THE OLD VSA UNIT		YES
26 CODE CLEAR THEN COME BAC		0V W IGN OFF. BATTERY V W IGN ON
27 LET ME THINK ABOUT THIS AND CALL YOU BACK		HAVE SAS WITH IGN IN ON AND ENGINE RUNNING. WHEN
TOMMAROW		YOU TURN THE IGN ALL THE WAY OFF THE HDS LOOSES
		COM.
		YES
		NEVER CLEARS.COMES BACK
		GREAT
12/9/2009 8:11:56 AM	DAVIDK	
28		CB TO DEALER. ADVISOR PUT ME ON HOLD. LOST CALL. RE
29 RE CK V ON PIN 14 AND 30 EACH WIRE TO GROUND.		CALL. ROY
SHOULD BE 2.5 V. IF NOT. TRY MONITORING THESE V.		OK
AND DISCONNECT UNITS ON F CAN SEE IF V RETURN.		
12/9/2009 8:30:06 AM	DAVIDK	
30 ( IF TECH CALLES BACK AND DAVE K NOT AVAL SEE		
JIM H)		
12/9/2009 11:50:01 AM	DAVEM	

31		DK PLS?
32	CAN I HELP?	I'D PREFER TO KEEP GOING W/ HIM
33	OK. WILL HAVE DK CB AFTER LUNCH	OK
34	PEND TO DK	
<b>12/9/2009 1:03:50 PM DAVIDK</b>		
35	RE CK F CAN WITH BLK WIRE ON GROUND AND PROBE THE CONNECTOR	RED WIRE TO GROUND HAS .01 V. WHT WIRE HAS 2.6V
36	PROBE C303 UNDER DASH NEAR PARKING BRAKE	2.5 ON BOTH SIDES.
37	HAVE A OPEN BETWEEN C303 AND VSA	I'LL TRY RUNNING A JUMPER WIRE AND SEE WHAT HAPPENS.
38	WOULD REC HARNESS REPLACEMENT	
<b>12/10/2009 12:01:07 PM GARYR</b>		
39		ANDREW, WHAT DO I NEED TO DO
40	CHK THE RED WIRE FOR SHORT TO GROUND OR OPEN BECAUSE IT HAS 0 VOL	DOES HAVE AFTER MARKET ACC
41	CHK IF TIED INTO THE RED WIRE BY C303	
<b>12/10/2009 12:58:28 PM TOMP</b>		
42		ANDY:
43		FOUND 2.3V ON THE RED WIRE AND ABOUT SAME ON WHT WIRE.
44	ANY PGM-FI OR OTHER DTC?	NO
45	CHECK POWER/GROUND SYSTEMS FOR VSA MODULATOR, BLOW THE FUSES.	
46	CHECK G302, CHECK C303 AND C306	
47	IF NEEDED ISOLATE THE F-CAN CIRCUIT AND TEST WIRES FOR HIGH RESISTANCE.	
<b>12/10/2009 1:32:54 PM CHRISV</b>		
48		ANDREW, CONN'S ARE GOOD
49	DID YOU DO THE T-SHOOT FOR CODE 86	YES AND SAID TO REPLACE THE VSA MOD. REPLACED BUT NC. REPLACED THE PCM AND NC
50	WHAT P/N'S WERE INSTALLED	LET ME CK..... 57110-S9V-A61 VSA 37820-PVJ-305 PCM
51	BOTH SHOW TO BE CORRECT	
52	PEND TO RUDY	
<b>12/10/2009 1:44:37 PM RUDYG</b>		
57	12/10/2009 01:51:58 PM RUDYG(CALLED DLR)	(ANDREW)
58	RETURNING YOUR CALL	
59	I HAVE REVIEWED YOUR CONTACT AND I BELIEVE YOU HAVE THE WRONG PCM. YOU NEED A 37820-PVJ-306 UNIT. YOUR CAR HAS VSA WITH ONLY COMES ON THE EXL IN 05	OK
60	LET US KNOW IF THIS FIXES IT	OK
<b>12/10/2009 1:44:37 PM RUDYG</b>		
53	12/10/2009 01:51:58 PM RUDYG(CALLED DLR)	(ANDREW)
54	RETURNING YOUR CALL	
55	I HAVE REVIEWED YOUR CONTACT AND I BELIEVE YOU HAVE THE WRONG PCM. YOU NEED A 37820-PVJ-306 UNIT. YOUR CAR HAS VSA WITH ONLY COMES ON THE EXL IN 05	OK
56	LET US KNOW IF THIS FIXES IT	OK
<b>12/11/2009 7:50:38 AM RUDYG</b>		
61	12/11/2009 07:50:08 AM RUDYG(CALLED DLR)	(ANDREW)
62	I WANTED TO ASK IF YOU WILL LOOK AT VSA DATA LIST AND LET ME KNOW IF THESE NUMBERS SHOW UP AT TOP OF SCREEN 05 34 01 15 A7	OK
63	CALL ME BACK AND LET ME KNOW (GAVE DIRECT NUMBER)	
<b>12/14/2009 10:33:00 AM RUDYG</b>		
64	12/14/2009 10:33:04 AM RUDYG(RECEIVED VOICE MAIL FROM TECH)	(ANDREW VIA VOICEMAIL MESSAGE; REPL'D PCM AND NEUTRAL MEM, NOW CODE 86 IS GONE. AS FAR AS NUMBERS ON HDS SCREEN THEY WERE 05-34-02-15-A7, THESE NUMBERS DID NOT CHANGE AFT PCM INSTALLED



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2473060	JAMESH	10/18/2007	JAMESH	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 4230	VSA DTC 15/VTM4 CODE 24	SENSOR?; MON WITH HDS, SWAP
	<b>Resln Source:</b> None	<b>Date:</b>
	<b>Status:</b> N/A	<b>Mileage:</b> 50,252
	<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18655E	<b>Err:</b>
<b>Dir Cont:</b> STAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 515-727-7080	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MIKE MORALES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CURTIS LUSTER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ACURA OF JOHNSTON 5138 MERLE HAY ROAD JOHNSTON IA 50131			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
			<b>Engine #:</b> J35A61430160	<b>Trans #:</b> BVGA7088333
<b>Phone:</b> (515) 727-7080	<b>Fax #:</b>		<b>Em Type:</b> KA	
<b>DPSM:</b> ROBERT DABB	<b>Zone/Dist:</b> 03G		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

10/18/2007 12:08:29 PM JAMESH 1  2 INSPECT THE RT RR SENSOR CIRCUIT. SWAP SENSORS TO SEE IF COD OR SPEED ERROR MOVES TO OTHER SIDE	HAVE VSA DTC 15-1 AND VTM4 CODE 24. SYSTEM MODULATES T SLOW SWEEDS WITH THE BAKE APPIED
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3003154	RUDYG	05/05/2010	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>
P 4230	VSA PROBLEM, INTERMITTENT 25-1	YAW SENSOR?; CK C305 FIRST
	<b>ResIn Source:</b>	None
	<b>Status:</b>	N/A
	<b>Remarks / Requestor:</b>	
	<b>Date:</b>	
	<b>Mileage:</b>	61,769
	<b>FE Status:</b>	

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b>	5FNYF18595E	<b>Err:</b>
<b>Dir Cont:</b>	MICHAEL HOLCIK	<b>Training %:</b>	<b>Year:</b>	2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	(708) 364-2600	<b>Extn:</b>	<b>Tran:</b>	5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>	BRYAN TUSCHER		<b>Doors:</b>	5DR	<b>WD:</b>
<b>Parts Mgr:</b>	BOB MADIA		<b>Fact:</b>	LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b>	COMMUNITY HONDA OF ORLAND PARK		<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
	8340 W. 159TH STREET		<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,	
	ORLAND PARK IL 60462		<b>Engine #:</b>	J35A61430576	<b>Trans #:</b> BVGA7089298
<b>Phone:</b>	(708) 364-2600	<b>Fax #:</b>	<b>Em Type:</b>	KA	
<b>DPSM:</b>	GEORGE MARIS	<b>Zone/Dist:</b>	<b>RO #:</b>	338811	
<b>Previous Dealer/Contact</b>		<b>Date</b>	<b>Case Type:</b>	Technical	
			<b>W.O. #:</b>		

### Tech Line Suggests

- 5/5/2010 9:01:20 AM RUDYG
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 ANY ACCIDENT DAMAGE ON THIS CAR?
  - 6 ANY COMPLAINTS OF ACTIVATION?
  - 7 USE HDS AND MONITOR YAW RATE VOLTAGE.  
SHOULD BE 2.48-2.52V WHEN VEH SITTING LEVEL
  - 8 WHILE MONITORING VOLTAGE HERE, WIGGLE TEST  
C305 AND HARNESS NEAR MODULATOR MAIN  
CONNECTOR. IF YAW READING CHANGES, POSS BAD  
CONNECTION OR HARNESS PROBLEM
  - 9 IF NO CHANGE, REPL YAW RATE SENSOR

### Information from Dealer

VSA LAMP COMES ON AT TIMES

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD:  
VSA]  
CLEANED GROUND G302. RECODED AFTER THAT  
NO  
NO, JUST LIGHT COMING ON  
OK, IT IS

OK

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2620505	CHRISR	05/27/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	NO ACCEL ON TURNS (VSA)	VSA?; TRY TO DUP, MONITOR DATA W/HDS, TAKE SNAP
		Resln Source: None                      Date:
		Status: N/A                              Mileage: 55,964
		Remarks / Requestor:                      FE Status:

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18615E	<b>Err:</b>
<b>Dir Cont:</b> RONNIE BARNES	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (828) 684-4400	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JAMES KING			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KENNY ROBERTS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> APPLE TREE HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
195 UNDERWOOD ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
FLETCHER NC 28732			<b>Engine #:</b> J35A61430778	<b>Trans #:</b> BVGA7089504
<b>Phone:</b> (828) 684-4400	<b>Fax #:</b> 8286878696		<b>Em Type:</b> KA	
<b>DPSM:</b> PER BOLLNER	<b>Zone/Dist:</b> 06J		<b>RO #:</b> 439438	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 5/27/2008 12:57:39 PM      CHRISR
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 STALL ON TURNS
  - 5 IT DIDNT STALL?
  - 6 ANY CODES?
  - 7 TEST DRIVE AND TRY TO DUP
  - 8 IF CAN DUP, TAKE SNAPSHOT AND CK WHEEL SENSOR DATA, BRK SW POSITION, OUTLET SOLES

### Information from Dealer

WHEN MAKING RIGHT OR LEFT HAND TURN VEHICLE STALL OUT  
 NO  
 THE PARTS MANAGER'S WIFE DRIVES THIS AND HE GOT THIS TO DO IT  
 NO, WOULD NOT ACCEL ON A HARD LEFT TURN. HE FLOORED THE PEDAL AND NO CHANGE  
 CORRECT IT JUST STAYED RUNNING AND AFTER TURN WAS NORMAL ACCEL  
 IT HAD A 68, BRAKE SWITCH CODES. THAT RESET WITH NO DUP  
 OK  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3232149	TOMP	12/16/2011	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 68	DEALER CAN'T DUPLICATE; CHECK G302		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 74,377
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18535E	<b>Err:</b>
<b>Dlr Cont:</b> JOSEPH	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (630) 852-7201	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DON HARRIS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> PAUL CHRT			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> HONDA SUPERSTORE OF LISLE 4475 LINCOLN AVENUE LISLE IL 60532			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (630) 852-7201	<b>Fax #:</b> 6302419115		<b>Engine #:</b> J35A61430916	<b>Trans #:</b> BVGA7089864
<b>DPSM:</b> WILLIAM MCKEE	<b>Zone/Dist:</b> 08D		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 490044	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 12/16/2011 7:00:46 AM TOMP
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 WERE/ARE INDICATORS ON TODAY?
  - 8 DTC TODAY?
  - 9 CLEAR DTC; DOES IT RESET?
  - 10 CHECK G302
  - 11 CHECK VSA CONNECTIONS
  - 12 REFER TO VSA DTC 68, BRAKE POS SWITCH (CHK FOR LEFT FOOT BRAKING )HTL-INFO KB 15679

### Information from Dealer

MULTIPLE RANDOM CODES 84-1 68-1 66-1, VSA IS ACTIVATING ON ITS OWN, CODE TODAY IS 68-1 IS THERE A COMMON GROUND FOR MULTIPLE RANDOM CODES? CAN CLEAR CODE AND THEY STAY OFF FOR DAYS AT A TIME.  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]  
 NO  
 NA  
 NA  
 JOE:  
 YES, VSA AND " ! "  
 68  
 NOT SO FAR.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2966246	TERRY P	02/09/2010	PAULI	15

Code	Original Complaint	Probable Cause/Solution	ResIn Source:	Date:
P 4230	VSA DTCS 61-1,68-1,& 112-1	2/25: R&R VSA MOD TO FIX	Spoke w/ Dealer	02/25/2010
4200	ABS ACTIVATES W/LIGHT PEDAL		P RCVD	Mileage: 72,395
			Remarks / Requestor:	FE Status:

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 5FNYP18565B	<b>Err:</b>
<b>Dir Cont:</b>	JUAN GOMEZ	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(914) 666-0030	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	BARRY KAHANE			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	STEVE BARBOSA			<b>Fact:</b>	LINCOLN
<b>Dir Name:</b>	MT. KISCO HONDA 650 BEDFORD ROAD BEDFORD HILLS NY 10507			<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
<b>Phone:</b>	(914) 666-0030	<b>Fax #:</b>	9146660530	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b>	RENA BAEZA	<b>Zone/Dist:</b>	05F	<b>Engine #:</b>	J35A61431482
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA
				<b>RO #:</b>	89157
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	
				<b>Trans #:</b>	BVGA7090590

**Tech Line Suggests****Information from Dealer**

2/9/2010 7:50:22 AM	TERRY P	
1 ORIGINAL COMPLAINT		C/S VSA LIGHT WAS ON. CAR HAS 3 DTC (61-1) (68-1) (112-1).ABS ALSO ACTIVATES WHEN LIGHTY TOUCHING THE BRAKE PEDAL
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA]
4 BRAKE SW INPUT STEADY IN THE DATA LIST?		YES,SHOWS OFF WHEN NOT PRESSING THE PEDAL & ON WHEN PRESSING THE PEDAL
5 ANY ACCIDENT REPAIR EVIDENT?		NO
6 WILL IT DO THIS DRIVING STRAIGHT?		YES
7 GET A 30 SEC FULL VSA DATA LIST CENTER TRIG S/S WHEN PROBLEM OCCURS,DRIVING STRAIGHT.C/B 30 MINS AFT UPLOADING		
2/9/2010 8:46:12 AM	DAVEM	
8		CAN'T GET IT TO DO IT ALL THE TIME NOW AND THE HDS WON,T COMM ABOVE 30
9 BUT YOU STILL CAN GET IT TO DO IT>?		YES
10 AND IT WILL HAPPEN < 30MPH?		YES
11 SNAP IT < 30MPH		OK
12 SEND SNAP, CB AND ASK FOR RG		
2/16/2010 6:03:57 AM	JOHN B	
13 RECEIVED SNAP SHOT VIA TECH LINE EMAIL;FORWARDED TO REQUESTOR: DAVEM		
2/16/2010 7:07:53 AM	DAVEM	
14 DID YOU GET SNAP?		YES, BUT ONLY GOT IT TO DO IT 1X
15 FWD SNAP TO RG FOR REVIEW		
2/16/2010 8:00:37 AM	RUDYG	
16 02/16/2010 08:01:28 AM RUDYG(FILE CORRUPTED, CAN'T OPEN, CALLED DLR)		(JUAN)
17 I WAS NOT ABLE TO OPEN FILE YOU E MAILED.		OK, HDS WON'T WORK TO SEND SNAP NORMALLY
18 STOCK TIRES AND WHLS?		YES
19 DESCRIBE PROB		ACTIVATES ON LIGHT ACCEL ABOUT 15 MPH AND WHEN SLOWING DOWN IF YOU LIGHTLY APPLY BRAKES IT GRABS AND ACTIVATES
20 NEED TO CK WHL SPEEDS AND MAKE SURE ALL READ THE SAME ON STRAIGHT LINE ACCEL.		OK
21 ALSO MAKE SURE BRAKE PRESS IS .5V WITH NO BRAKE APPLICATION. IF OUTSIDE THIS READING, CK BRAKE SW ADJ AND IF OK, REPL MODULATOR		OK
22 ALSO CK YAW AND LAT WHEN VEH IS ON FLAT LEVEL GROUND. BOTH SHOULD BE ABOUT 2.48-2.52V		OK
23 LET US KNOW WHAT YOU FIND		OK
2/16/2010 12:54:43 PM	DAVEM	
24		BRAKE PRSSR @ .488V AND YAW RATE V IS 0.0 BOTH KEY ON, LEVEL GND
25 WHAT SYMBOL IS NEXT TO THE YAW READING?		0/s
26 GO TO THE F12 TAB AND CHNAGE YAW TO VOLTAGE		..... 2.49V
27 REPLACE THE ABS MOD. IF CUST DOES NOT WANT, WE WOULD LIKE TO CHECK IT OUT		OK
28 FWD TO PI W/ A PART RQST FOR RG PER HOS RQDT [*** NOT FOR DM ***]		
2/16/2010 1:09:49 PM	PAUL I	
29 WILL FOLLOW UP FOR VSA MOD FOR RUDY		
2/16/2010 1:13:50 PM	RUDYG	
30 02/16/2010 01:13:53 PM RUDYG(PEND TO PAUL FOR PARTS)		
2/23/2010 11:07:42 AM	PAUL I	
33		JOE, SA
34		R&R MOD TO FIX

35 THANKS  
36 FAXED SHIP REQUEST

2/23/2010 10:52:50 AM PAULI

31 JOE, SA  
32 CAR FIXED W/VSA MOD R&R

2/25/2010 12:01:31 PM RUDYG

37 02/25/2010 12:01:29 PM RUDYG(RECEIVED  
MODULATOR. POORLY PACKED AND HAS BROKEN  
PLASTIC CONNECTOR WHERE MODULATOR  
CONNECTS TO ENG HARNESS. MODULATOR IS NO  
GOOD, DISCARDED. )(PEND TO MYSELF TO CK WITH  
DEALER IN A FEW WEEKS TO SEE IF VEH FIXED)

2/25/2010 1:17:10 PM PAULI

38 VSA MOD RCVD--FWWRD>RUDY

3/17/2010 9:10:56 AM RUDYG

39 03/17/2010 09:11:43 AM RUDYG(CALLED DLR) (JOE)  
40 CALLING FOR UPDATE ON THIS VEH (GAVE VIN) RO IS STILL OPEN, LET ME CK...  
41 (BILLY) HOW CAN I HELP  
42 CALLING FOR UPDATE ON THIS VEHICLE. DID JOE LET NO, I HAVE IT  
YOU KNOW WHICH VEH? DO YOU NEED VIN OR RO  
NUMBER?  
43 VEH OK, ANY MORE ISSUES? NO, NO MORE COMPLAINTS ABOUT THIS  
44 THANKS FOR INFO OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3125571	DAVIDK	03/07/2011	TROYS	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4210	ABS ACITVATION WHEN STOPPING	SHOCKS, TIRE, ROAD RUTT?; UNABLE TO REPRODUCE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 106,151
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYP18625E	<b>Err:</b>
<b>Dlr Cont:</b> JOHN DEVINE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (770) 924-9000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> SCOTT BAILEY			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEITH PIERCE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> HENNESSY HONDA OF WOODSTOCK 8931 HIGHWAY 92 WOODSTOCK GA 30189			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (770) 924-9000	<b>Fax #:</b> 7705925768		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> CORY ROMONOSKY	<b>Zone/Dist:</b> 07E		<b>Engine #:</b> J35A61431634	<b>Trans #:</b> BVGA7090742
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 545923	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 3/7/2011 7:50:07 AM DAVIDK
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7
  - 8 ACTIVATION COULD BE INDUCED FROM ROUGH ROAD, OVER INFLATED TIRES. POOR SHOCKS, BRAKE PULESATION. HEAVY TIRE CHOP, MODULATOR/SENSOR
  - 9 WILL THE CUST GO ON A RIDE WITH YOU AND REPRODUCE

### Information from Dealer

BRAKES FEEL APPLIED WHILE DRIVING  
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: BRAKE]

OVER 150 MILES WE CAN NOT REPRODUCE.  
FLAT SERFACE. WITH UNKNOW PEDAL PRESURE.  
THIS HAS A/M BRAKES. ONE TIRE IS HEAVLY CHOPPED.  
MAKES ALL KIND OF NOISE ON THE ROAD

CUST IS NOT WORKING WITH US

- 4/12/2011 10:53:20 AM TROYS
- 10
  - 11 WENT OVER CONTACT
  - 12 I AM UNAWARE OF ANY LAWSUITS OR ANY REPAIRS WHERE WE ARE REPLACING THOSE ITEMS
  - 13 HAVE YOU DRIVEN THIS
  - 14
  - 15 NO WE ARE NOT

THIS IS THE SEVICE DIRECTOR AND THE DPSM CAN YOU SHED LIGHT ON THIS  
THE CUSTOMER IS SAYING THERE ARE LAW SUITS OUT THERE FOR THIS PROBLEM AND THAT WE ARE REPLACING TIRES BRAKES AND THE VSA MODS IS THIS TRUE  
THE CUST STATES SHE WAS DRIVING AT 35 AND THE CAR LOCKED UP SHE TRIED TO ACCEL AND IT WOULD NOT GO SO SHE COASTED ACROSS 2 LANES THEN THE CENTER DIVIDER THEN ACROSS 2 LANES OF OPPOSING TRAFFIC INTO A CHEVY DEALER. WAITED AWHILE AND THEN IT WAS OK  
YES AT THE SPOT SHE CLAIMS THIS HAPPENS  
ARE WE SEEING ANYTHING



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3069799	CHRISV	10/15/2010	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA 66-1 68-1	VSA MOD; REPLACE	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 105,864
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18625E	<b>Err:</b>
<b>Dir Cont:</b> WILLIAM LACEY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (770) 924-9000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> SCOTT BAILEY			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEITH PIERCE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HENNESSY HONDA OF WOODSTOCK			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
8931 HIGHWAY 92			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
WOODSTOCK GA 30189			<b>Engine #:</b> J35A61431634	<b>Trans #:</b> BVGA7090742
<b>Phone:</b> (770) 924-9000	<b>Fax #:</b> (770) 592-5768		<b>Em Type:</b> KA	
<b>DPSM:</b> CORY ROMONOSKY	<b>Zone/Dist:</b> 07E		<b>RO #:</b> 534395	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 10/15/2010 12:12:41 PM CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 DO THEY CLEAR
  - 6 TEST THE BRAKE SW, IF OK REPLACE THE MOD

### Information from Dealer

VSA LIGHT ON AND FEEL LIKE BRAKES ARE APPLIED  
WHENDRIVING DOWN THE ROAD

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: VSA]  
66-1 68-1  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2934085	RAYD	11/30/2009	RAYD	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 61, 68 and 112	BATTERY PROBLEM?;CHECK OTHER SYSTEMS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 50,274
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	MST	<b>VIN:</b> 5FNYF18685E	<b>Err:</b>
<b>Dlr Cont:</b>	CASEY	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(801) 268-5599	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	ELIZABETH CHRISTENSEN			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	SHAWN CONRAD			<b>Fact:</b>	LINCOLN
<b>Dlr Name:</b>	LARRY H. MILLER HONDA			<b>Desc:</b>	PILOT 5DR EX-L RES 6CYL 255.0 HP
	5808 SOUTH STATE STREE			<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
	MURRAY	UT 84107		<b>Engine #:</b>	J35A61431712
				<b>Trans #:</b>	BVGA7090761
<b>Phone:</b>	(801) 268-5599	<b>Fax #:</b>	8012685557	<b>Em Type:</b>	KA
<b>DPSM:</b>	KELLY GOODWIN	<b>Zone/Dist:</b>	10F	<b>RO #:</b>	226460
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

- 11/30/2009 2:29:46 PM RAYD
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4 CAN YOU DUPLICATE?
  - 5 SO YOU COULDNT DUPLICATE THE MODULATION?
  - 6 THE VSA OR ACT LIGHTS SHOULD NOT COME ON FOR ABS, COULD THIS BE A LOW BATTERY AND A SHORT TRIP DRIVER?
  - 7 CHECK OTHER SYSTEMS FOR LOW BATTERY VOLTAGE CODES, IF SO THIS IS LIKELY A SHORT TRIP DRIVER/BATTERY PROBLEM.

### Information from Dealer

CUSTOMER STATES VEHICLE SURGES WHEN SLOWING TO A STOP VSA LIGHT ON HAS CODE 61-1 BATTERY TEST GOOD CHARGE SYSTEM TEST 14.2V 24AMP CLEAR DTC ROAD TEST DID NOT DUPLICATE

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA]

NO, THE CUSTOMER SAID THE LIGHT WAS ON WHEN THEY BROUGHT THE CAR IN, IT WASNT WHEN I GOT IT

NO

POSSIBLE, THEY BOUGHT IT USED, AND BRING IT IN ONCE A YEAR FOR AN OIL CHANGE, USUALLY ABOUT 5K ON IN A YEAR

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3119480	RUDYG	02/17/2011	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 25-1, INTERMITTENT	YAW SENSOR?; WIGGLE TEST CONNECTIONS FIRST
		ResIn Source: None                      Date:
		Status: N/A                                  Mileage: 60,896
		Remarks / Requestor:                      FE Status:

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18625B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> GEORGE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (215) 492-1115	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MICHAEL QUINN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> FRANK KNECHT		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> PIAZZA HONDA OF PHILADELPHIA		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
6935 ESSINGTON AVENUE		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
PHILADELPHIA PA 19153		<b>Engine #:</b> J35A61432244	<b>Trans #:</b> BVGA7091932
<b>Phone:</b> (215) 492-1115	<b>Fax #:</b> (215) 689-0388	<b>Em Type:</b> KA	
<b>DPSM:</b> TURK MCFADDEN	<b>Zone/Dist:</b> 05H	<b>RO #:</b> 407262	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

2/17/2011 11:17:17 AM	RUDYG
1 ORIGINAL COMPLAINT	INTERMITTENT VSA LIGHT ON .
2 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]
	[KEYWORD: 25]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	CODE CLEARS BUT COMES BACK INTERMITTENTLY
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 SO HOW LONG FOR IT TO RECODE?	ABOUT 100 MILES OR SO.
7 USE HDS TO MONITOR YAW SENSOR V. SHOULD BE 2.48-2.52V. THEN WIGGLE TEST G302	I ALREADY CHECKED G302
8 OK, ALSO WIGGLE TEST C305 AND VSA MAIN CONNECTOR	OK
9 IF NO CHANGE TO YAW VOLTAGE WHEN YOU DO THIS, REPL YAW SENSOR	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2690202	BOBE	09/18/2008	KEITHC	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4170	CAR SLOWED ON OWN	REPLACE BRAKE POSITION SWITCH		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 50,072
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18615E	<b>Err:</b>
<b>Dir Cont:</b> TRACY GAUBERT	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (985) 892-0001	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> DON BERTUS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CHUCK COUVILLION			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA OF COVINGTON 100 HOLIDAY SQUARE BLV COVINGTON LA 70433			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
			<b>Engine #:</b> J35A61432671	<b>Trans #:</b> BVGA7092634
<b>Phone:</b> (985) 892-0001	<b>Fax #:</b> 9858920224		<b>Em Type:</b> KA	
<b>DPSM:</b> DANIEL FYFFE	<b>Zone/Dist:</b> 03D		<b>RO #:</b> 547380	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

9/18/2008 11:24:41 AM	BOBE
1 ORIGINAL COMPLAINT	WHILE DRIVING 70 MPH ON INTERSTATE, CAR LOCKED UP AND SLOWED DOWN TO 10 MPH. FOOT DID NOT LEAVE GAS PEDAL, 6 SECONDS LATER DOING 70 AGAIN LIKE NOTHING HAPPENED.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	THE TRANS AND MAP SENSOR WERE REPLACED AT ANOTHER DEALERSHIP FOR THE SAME PROBLEM IN THE PAST.
4 LOCKED UP	LIKE SOMEBODY JAMMED THE BRAKES, PUT HIS WIFE ON THE DASH, BOTH KIDS WENT FROM THE BACK SEAT TO THE FRONT SEAT
5 REPRO	NO
6 ANY FLAT SPOTS ON TIRES	
7 CHK FOR TWISTED OUTER CV JOINTS	
9/18/2008 11:46:00 AM	CHRISV
8 THIS CAR WAS AT ANOTHER DEALER	YEAH THATS WHERE IT HAPPEND. CAR WAS SHIPPED TO US ON A 18 WHEELIER. ANY KNOWN PROBS
9 NO, WHAT DID THE RPM'S DO WHEN THIS HAPPEND	NOT SURE
10 GET INFO	
9/18/2008 12:27:06 PM	KENE
11	I PUT THE CAR ON LIFT AND HAVE BRAKE SWITCH FAILURE CODE
12 CHECK PEDAL FREEPLAY AND BRAKE SWITCH ADJ	
9/18/2008 12:54:19 PM	KEITHC
13	CODES 68-1, 83-1, 86-1, BRAKE SWITCH IS ADJUSTED CORRECTLY
14 ROTORS BLUE	NO
15	NOT BRAKE DRAG, FELT 2 BUMPS SLOWED RAPIDLY
16 REPLACE BRAKE SWITCH	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3064896	RUDYG	10/04/2010	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA PROBLEM, CODE 66,68	MODULATOR?; REPLACE	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 61,612
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18525E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> CLINT GROVER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (815) 636-6600	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> CARY PROPER		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CHAD HAUSER		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> NAPLETON'S HONDA 6600 E.RIVERSIDE BLVD. LOVES PARK IL 61111		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (815) 636-6600	<b>Fax #:</b> 8156379130	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> GEORGE MARIS	<b>Zone/Dist:</b> 08E	<b>Engine #:</b> J35A61432758	<b>Trans #:</b> BVGA7092631
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 282970	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

10/4/2010 1:46:50 PM RUDYG

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4 CAN YOU VERIFY THIS
- 5 STOCK SIZE TIRES AND WHLS, NO MIS MATCHED
- 6 ACCIDENT DAMAGE
- 7 BRAKE SW ADJ IS OK?
- 8 REPL MODULATOR

### Information from Dealer

CUSTOMER STATES HAS INTERMITTENT BRAKE PROBLEM, ABS MODULATOR ACTIVATING AND STOPPING VEHICLE WITHOUT BRAKING. REPLACED BRAKE SWITCH. VEHICLE RETURNED WITH DTC 66-1 AND 68-1.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: BRAKES]  
 [KEYWORD: ]  
 NO BUT CUST CLAIMS IT KEEPS DOING IT  
 NO  
 NONE  
 YES  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2972244	CHRISR	02/22/2010	CHRISR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 68-1	MOD?; REPLACE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 44,106
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 5FNYF18515E	<b>Err:</b>
<b>Dir Cont:</b> KEVIN PETERMAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (541) 485-6111	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DUANE THOMPSON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> HANS BURT			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> KENDALL HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
846 GOODPASTURE ISL.RD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
EUGENE OR 97401			<b>Engine #:</b> J35A61432737	<b>Trans #:</b> BVGA7092553
<b>Phone:</b> (541) 485-6111	<b>Fax #:</b> 5413356394		<b>Em Type:</b> KA	
<b>DPSM:</b> PERRY MORRIS	<b>Zone/Dist:</b> 02G		<b>RO #:</b> 342631	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

2/22/2010 1:47:19 PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 WHAT DOES PRESSURE SENSOR DATA SAY
- 6 WITH FOOT OFF PEDAL
- 7 REPLACE MOD

### Information from Dealer

68-1 WONT CLEAR

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: BRAKE]

I REPLACED THE SWITCH PLUS PAST DTC INCLUDE 112, 68 104

FLUX BTWN .4 -1.3V

YES, CUST TOWED IN DUE TO HAVING BRAKES STUCK ON OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2651497	TOMP	07/16/2008	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA DTCs 61-1 68-1 83-1 86-1 1	DEALER CAN'T DUPLICATE; CHECK BRAKE SW ADJUSTMENT	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 55,165
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18565E	<b>Err:</b>
<b>Dir Cont:</b> VERNON FULLER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (512) 443-4300	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JEFFREY DAHL		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAN HEDGER		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HOWDY HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
5519 E. BEN WHITE BLVD		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
AUSTIN TX 78744		<b>Engine #:</b> J35A61432901	<b>Trans #:</b> BVGA7092762
<b>Phone:</b> (512) 443-4300	<b>Fax #:</b> (512) 443-1113	<b>Em Type:</b> KA	
<b>DPSM:</b> JERRY MEADE	<b>Zone/Dist:</b> 03B	<b>RO #:</b> 342075	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

7/16/2008 12:19:21 PM TOMP  
1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 CAN YOU DUPLICATE THE COMPLAINT?
- 5 CLEAR DTCs; DO THEY RESET?
- 6 CHECK FOR LEFT FOOTED BRAKING, CHECK BRAKE LIGHT SWITCH.
- 7 CHECK POWER/GROUND SYSTEMS FOR VSA SYSTEM; ALSO CHECK G302

### Information from Dealer

CUSTOMER STATES THAT VEHICAL JUST SLOWS DOWN LIKE BRAKES ON AND A GRINDING NOISE AT APPROX. 55MPH. ALSO ONE TIME FROM A STOP IT ACTED LIKE BRAKES ON. LAST TIME VSA LIGHT CAME ON AND SLOWED TO A STOP. BRAKE PEDAL NOT REPORTED TO FEEL BAD AND NOW SMELLCOMING FROM BRAKES. UNABLE TO DUPLICATE FIRST RE PORTED 11/01/07: ABS CODE'S 61-1 68-1 83-1 86-1 112-1  
NO  
VERNON  
NO  
NO



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2514496	TOMP	12/17/2007	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA 68-1	12/17: BRAKE SWITCH REPLACED	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 28,001
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18515E	<b>Err:</b>
<b>Dir Cont:</b> ADAM	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (703) 934-8500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> OSCAR ORTIZ			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JAMES HERMANN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ROSENTHAL FAIRFAX HONDA 11020 MAIN STREET FAIRFAX VA 22030			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (703) 934-8500	<b>Fax #:</b> (703) 273-4036		<b>Engine #:</b> J35A61433145	<b>Trans #:</b> BVGA7093634
<b>DPSM:</b> RAFIK ABDULLAHI	<b>Zone/Dist:</b> 06B		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 638665	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>12/17/2007 6:21:24 AM TOMP</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3</p> <p>4 CAN YOU DUPLICATE THE COMPLAINT?</p> <p>5 CLEAR DTC; DOES IT RESET?</p> <p>6 HOW CAN I HELP?</p> <p>7</p> <p>8</p> <p>9 YES</p> <p>10 DRIVE CAR WITH HDS AND MONITOR VSA PRESSURE AND BRAKE SW INPUTS.</p>	<p>VSA LIGHT ON, BRAKES ENGAGING ON THEIR OWN WHILE DRIVING. ALSO RETRIEVED DTC 68-1 FOR BRAKE SWITCH FAILURE.</p> <p>NO</p> <p>ADAM</p> <p>NO</p> <p>NO</p> <p>THE TECH FOUND THE BRAKE SWITCH PUSHED IN TOO FAR, COUNLD NOT SEE THE PLUNGER.</p> <p>REPLACED THE SWITCH, CAN'T DUPLICATE A COMPLAINT NOW.</p> <p>COULD THE BRAKE SW CAUSE THE PROBLEM?</p> <p>WHAT ELSE TO CHECK?</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2497500	KENE	11/21/2007	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 112, 61 AND 68	G302; CK POWER AND GROUND TO VSA C/U		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 30,343
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18635E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JOSEPH	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (718) 720-0075	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JEFFREY PASENKOFF		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOSEPH DELUCA		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA OF STATEN ISLAND 1232 HYLAN BLVD. STATEN ISLAND NY 10305		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (718) 720-0075	<b>Fax #:</b> (718) 876-9337	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> DAN OUTTEN	<b>Zone/Dist:</b> 05C	<b>Engine #:</b> J35A61433189	<b>Trans #:</b> BVGA7093666
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 195261	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 11/21/2007 9:42:09 AM KENE
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 CODES
  - 4 CHECK VOLTAGE AND GROUND TO VSA C/U

### Information from Dealer

VEHICLE NOT GRABING WHEN TURNS  
NO  
112, 61, 68

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2714240	CHRISV	10/29/2008	RUDYG	17

Code	Original Complaint	Probable Cause/Solution												
P 4230	VSA 61 66 68 BRAKES ON OWN	11/10: REPLACED VSA MODULATOR												
		<table style="width: 100%;"> <tr> <td><b>Resln Source:</b></td> <td>Spoke w/ Dealer</td> <td><b>Date:</b></td> <td>11/10/2008</td> </tr> <tr> <td><b>Status:</b></td> <td>N/A</td> <td><b>Mileage:</b></td> <td>44,449</td> </tr> <tr> <td><b>Remarks / Requestor:</b></td> <td></td> <td><b>FE Status:</b></td> <td></td> </tr> </table>	<b>Resln Source:</b>	Spoke w/ Dealer	<b>Date:</b>	11/10/2008	<b>Status:</b>	N/A	<b>Mileage:</b>	44,449	<b>Remarks / Requestor:</b>		<b>FE Status:</b>	
<b>Resln Source:</b>	Spoke w/ Dealer	<b>Date:</b>	11/10/2008											
<b>Status:</b>	N/A	<b>Mileage:</b>	44,449											
<b>Remarks / Requestor:</b>		<b>FE Status:</b>												

<b>Dealer #:</b> <b>Dir Cont:</b> JESSE <b>Serv Ph:</b> (503) 656-0806 <b>Serv Mgr:</b> <b>Parts Mgr:</b> <b>Dir Name:</b> GLADSTONE HONDA 19400 SE MCLOUGHLIN BL GLADSTONE OR 97027  <b>Phone:</b> (503) 656-0806 <b>Fax #:</b> 5037225096 <b>DPSM:</b> JASON RUST <b>Zone/Dist:</b> 02C <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> PST <b>Training %:</b> <b>Extn:</b>	<b>VIN:</b> 5FNYF18605E [REDACTED] <b>Err:</b> <b>Year:</b> 2,005 <b>Model:</b> PILOT <b>Tran:</b> 5AT <b>Trim:</b> EX-LRES <b>Doors:</b> 5DR <b>WD:</b> <b>Fact:</b> LINCOLN <b>Country:</b> USA <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61433339 <b>Trans #:</b> BVGA7093772 <b>Em Type:</b> KA <b>RO #:</b> 136476 <b>Case Type:</b> Technical <b>W.O. #:</b>
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**Tech Line Suggests****Information from Dealer**

10/29/2008 1:51:21 PM	CHRISV	
1 ORIGINAL COMPLAINT		CUST STATED VSA LIGHT ON AND OFF AND WHEN LEAVING WORK 20MPH CAR MADE HORRIBLE SCRAPE NOISE AND BRAKES APPLIED. SHE SHUT OFF AND RESTARTED AND DROVE 20 YARDS HAPPENED AGAIN HAD TOWED IN BUT UNABLE TO DUPLICATE HAS VSA CODES 61,66,68
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 WHAT WAS THE FREEZE DATA SHOWING		ITS NOT GIVING ME ANY FREEZE DATA
4 DID YOU CLEAR THE CODES		NOT YET
5 WAS SHE DRIVING OVER SPEED BUMPS		NOT SURE
6 DO THE CODES CLEAR		DID NOT TRY YET
7 CLEAR AND RECK, NEED TO DUP AND TAKE A SNAP SHOT		
10/31/2008 10:38:11 AM	CHRISV	
8		SENT IN THE SNAP SHOTS
9 LET ME TAKE A LOOK..... NOT REALLY SEEING ANY ISSUES, TAKE A HIGH SPEED SNAP SHOT. WHAT YOU TO PICK THE WHEEL SPEED, ABS PUMP, BRAKE LAT AND LONG ACCEL SENSORS, AND YAW SENSOR. DO ONE OF THE EVENT AND ONE DOING A STRAIGHT LINE ACCEL		
10/31/2008 2:50:08 PM	GARYR	
10		SENT SNAP
11 TRANSFER		
10/31/2008 3:35:11 PM	LANCEK	
12		JESSE
13		IS RUDY THERE?
14 HE IS ON THE PHONE		CELL 503 927-6704
15 PEND TO RUDYG		
10/31/2008 3:38:46 PM	RUDYG	
16 10/31/2008 03:39:12 PM RUDYG		(JESSE) I HAVE SENT S/S. I DID FULL THROTTLE ACCEL AND IT ACTIVATED 2-3 TIMES
17 I SEE THAT LAT ACCEL DROPPED TO 2.42. THIS WAS STRAIGHT LINE ACCEL?		YES
18 CK CONNECTIONS AT C305 FOR BENT PINS		OK
19 IF OK, CK GRN/WHT, GRN/WHT, RED/WHT FOR ANY SHORTS TO EACH OTHER		OK
10/31/2008 4:25:21 PM	LANCEK	
20		JESSE
21		IS RUDY THERE?
22 T		
10/31/2008 4:26:12 PM	RUDYG	
23 10/31/2008 04:26:18 PM RUDYG		I CHECKED 6 PIN CONNECTOR AND THEY WERE OK, ALL WIRES CK GOOD TOO. WE FOUND NO CONTINUITY TO EACH OTHER.
24 YAW SENSOR MOUNTING IS OK?		YES, LOOKS FINE
25 PUT CAR ON ALIGNMENT RACK AND REDO NEUT POS MEM. THEN TEST DRIVE IT AND DO FULL THROTTLE STRAIGHT LINE ACCEL. IF PROB REOCCURS, REPL YAW SENSOR		OK
10/31/2008 4:49:28 PM	RUDYG	
26 10/31/2008 04:49:44 PM RUDYG		IT WON'T CALIBRATE, GIVES ME A MESSAGE SAYING IT CAN'T DO IT. HOW DO I GO BACK AND REDO IT?
27 GO TO CLEAR DTC AND IT WILL TAKE YOU THERE AUTOMATICALLY		OK, I GOT IT. NOW IT WORKS
28 CK LAT, LONG, AND YAW THEY SHOULD ALL BE ABOUT 2.5V		LONG IS 2.46, LAT IS 2.48
29 CK BRACKET FOR SENSOR. SHOULD BE AT 2.5V		OK
11/3/2008 9:09:20 AM	CHRISV	
30		JESSE, IS RUDY THERE

31 NOT AT HIS DESK RIGHT NOW  
32 PEND TO RUDY

PLEASE HAVE HIM CALL ME 503 927-6704

11/3/2008 9:53:08 AM RUDYG

33 11/3/2008 09:53:31 AM RUDYG(CALLED DLR)  
34 RETURNING YOUR CALL  
  
35 DID YOU REDO NEUT POS MEM AFTER BENDING  
MOUNT BRACKET?  
36 REDO IT, THEN TEST DRIVE. IF SAME, REPL SENSOR

(JESSE)  
I ADJUSTED BRACKET SO THAT LAT AND LONG WERE BOTH  
2.5V VOLTS. TEST DROVE AND NO CHANGE  
NO  
OK

11/4/2008 9:55:04 AM STEVEN

37  
38 CAN I HAVE HIM CALL YOU BACK?

MAY I SPEAK WITH RUDY  
SURE

11/4/2008 10:04:18 AM RUDYG

39 11/4/2008 10:04:48 AM RUDYG(CALLED TECH)  
40 YOU DID NEUTRAL POSITION MEM?  
41 WAS YAW, LAT AND LONG READING 2.5V WHEN ON  
ALIGNMENT RACK?  
42 PLS VERIFY THIS. IF YES, REDO NEUT POS MEM AND  
THEN DO STRAIGHT LINE ACCEL. WE WANT TO KNOW  
IF LAT ACCEL STILL CHANGES ON ACCEL. IT SHOULD  
NOT  
43 IF YES, CK G302 GROUND AND CK SAS READING ON  
STR Z. CHK THIS AT C301 PIN 15. BACK PROBE IT, IT  
SHOULD READ .8V STRAIGHT AHEAD AND 3.9V  
EVERYWHERE ELSE. LOOK FOR STABLE READINGS  
HERE  
44 IF ALL THESE CHECKS TURN OUT OK, REPL  
MODULATOR

(JESSE) I REPLACED YAW SENSOR AND IT IS WORSE  
YES  
I THINK SO  
OK  
OK  
OK

11/4/2008 11:21:56 AM LANCEK

45  
46  
47 HE IS AWAY FROM HIS DESK  
48 PEND TO RUDYG

JESSE  
IS RUDY THERE?  
PLEASE HAVE HIM CALL ME 503 927-6704

11/4/2008 1:05:35 PM RAYD

49 CALLBACK TO DEALER;  
  
50 I SEE ERATTIC BRAKE PRESSURE WITH THE  
ACTIVATION LIGHT ON AND NO SOL'S CYCLING, THIS  
IS VERY ODD, VOLTAGE DROP NEG BATT POST TO  
ENGINE  
51 NOW MOVE YOUR LEAD TO THE BODY  
52 KEY ON?  
53 ENG OFF?  
54 HANG ON, I WILL DISCUSS THIS WITH RUDY, THEN  
ONE OF US WILL CALL YOU BACK  
55 CALL BACK TO DEALER; WITH THE HDS CONNECTED,  
LOOK AT SAS AND BRAKE PRESSURE, WIGGLE THE  
47P CONNECTOR AND THE WIRES GOING INTO IT, IF  
THE VOLTAGES CHANGE, THE HARNESS CONNECTOR  
IS NO GOOD, IF NOT, PUT A MODULATOR ON IT.

I GOT .8 STRAIGHT AND 4.01 BUT THE .8 WOULD GO AS  
LOW AS .2 WHEN RETURNED TO CENTER  
I GET .007 VOLTS  
  
I GET .003  
YES  
YES

11/6/2008 3:43:22 PM RUDYG

56 11/6/2008 03:43:45 PM RUDYG(CALLED DLR)  
57 CALLING FOR UPDATE ON REPAIRS

(JESSE)  
WE HAVE INSTALLED THE MODULATOR AND SO FAR IT IS  
WORKING. WE ARE GOING TO KEEP THE VEHICLE  
OVERNIGHT AND DRIVE IT SOME MORE TOMORROW  
BEFORE WE CALL IT FIXED. PROBLEM IS SOMEWHAT  
INTERMITTENT.  
ONE THING I DID NOTICE IS THAT WITH OLD MODULATOR  
WE COULD NOT ENGAGE VTM4. THE BUTTON WOULD NO  
DO ANYTHING. NOW WITH NEW UNIT IN THERE IT WORKS  
NORMALLY

58

59 INTERESTING. I WILL FOLLOW UP WITH YOU ON  
MONDAY TO SEE IF IT STAYED FIXED

OK

11/10/2008 10:47:39 AM RUDYG

60 11/10/2008 10:48:10 AM RUDYG(CALLED DLR)  
61 CALLING FOR UPDATE ON REPAIRS

(JIM, SERVICE ADVISOR)  
VEH IS DONE, WE REPLACED MODULATOR AND WE COULD  
NOT DUPLICATE THE PROBLEM AFTER THAT. CUST HAS  
ALREADY PICKED UP THE VEHICLE

62 THANKS FOR INFO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1659387	KEITHC	10/06/2005	PAULI	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE 68-1, ACTIVATES	REPLACE MODULATOR	
		<b>Resin Source:</b>	None
		<b>Status:</b>	P HMA
		<b>Remarks / Requestor:</b>	
		<b>Date:</b>	
		<b>Mileage:</b>	5,713
		<b>FE Status:</b>	

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 5FNYF185X5B	<b>Err:</b>
<b>Dir Cont:</b> ALEX PHAM	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (775) 789-7999	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CARMELITO ADAMS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BILL PEARCE COURTESY HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
780 KIETZKE LANE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
RENO NV 89502			<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (775) 789-7999	<b>Fax #:</b> 7757897987		<b>Em Type:</b> KA	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>10/7/2005</b>	<b>KEITHC</b>
1 10/06/05 13:27:35 ISIS:----->	FEEL LIKE ABS ON AND OFF, OR SOMEONE HIT THE
2	BRAKEWHILE DRIVING. VSA LIGHT ON, CODE 68-1 BR
3	SWITCH FAILURE. REPLACED NEW SWITCH.
4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	YES
5 THIS PROBLEM?----->	NEW SWITCH
6 IF YES, REPAIR DESCRIPTION?----->	
7 10/06/05 13:30:08 KEITHC:----->	
8 CK G302	
9 10/07/05 07:35:44 GARYS:KC, PLEASE FU. HMA WANTS	
THE MODULATOR OFF THIS VEHICLE. HAVE PI SEND IT	
10	TO BRADLEY BUCHANAN AT HMA
11 10/07/05 08:17:06 KEITHC:----->	GRND CKED GOOD
12 REPLACE MODULATOR ASSY----->	
13 10/07/05 08:26:15PAULI:----->	FAXED SHIP REQUEST
14 10/10/05 14:52:32PAULI:----->	BOB
15	WE SENT PER A/B #8422-6629-1258

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2512394	LANCEK	12/12/2007	LANCEK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODULATES SELF	BODY SHOP REPAIRED; MONITOR WHEEL SPEED		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 37,917
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	MST	<b>VIN:</b>	5FNYF18595E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b>	RONALD MASON	<b>Training %:</b>	<b>Year:</b>	2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	(480) 833-5177	<b>Extn:</b>	<b>Tran:</b>	5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>	JERED SCHAGER		<b>Doors:</b>	5DR	<b>WD:</b>
<b>Parts Mgr:</b>	CARL YOUNG		<b>Fact:</b>	LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b>	SANTAN HONDA SUPERSTORE		<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
	1150 S. GILBERT ROAD		<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,	
	CHANDLER	AZ 85286	<b>Engine #:</b>	J35A61433525	<b>Trans #:</b> BVGA7094155
<b>Phone:</b>	(480) 833-5177	<b>Fax #:</b>	(480) 835-2214	<b>Em Type:</b>	KA
<b>DPSM:</b>	RICHARD REBORI	<b>Zone/Dist:</b>	10D	<b>RO #:</b>	034632
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

12/12/2007 1:16:30 PM LANCEK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 DUPLICATE?
- 5 CODES?
- 6 WHERE WAS THE CAR HIT AT?
- 7 MONITOR WHEEL SPEEDS

### Information from Dealer

CUSTOMER STATES VSA LIGHT ON SEEMS SLUGISH  
 YES  
 ACCIDENT IN REAR  
 YES, THIS CAR CAME FROM THE BODY SHOP  
 NO CODES  
 THE REAR END



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3082167	CHRISV	11/16/2010	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 61 66 68 83 112	VSA MOD; REPLACE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 98,202
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b>	5FNYF18555B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b>	TERRYLL DOMINY	<b>Training %:</b>	<b>Year:</b>	2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	(540) 735-9100	<b>Extn:</b>	<b>Tran:</b>	5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>	MICHAEL FINK		<b>Doors:</b>	5DR	<b>WD:</b>
<b>Parts Mgr:</b>	DAN MCDONALD		<b>Fact:</b>	LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b>	POHANKA HONDA OF FREDERICKSBURG 60 SOUTH GATEWAY DRIVE FREDERICKSBURG VA 22406		<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b>	(540) 735-9100	<b>Fax #:</b>	(540) 898-0790	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b>	GARTH FRANCIS	<b>Zone/Dist:</b>	06C	<b>Engine #:</b>	J35A61433882
<b>Previous Dealer/Contact</b>	<b>Date</b>			<b>Trans #:</b>	BVGA7094386
				<b>Em Type:</b>	KA
				<b>RO #:</b>	298468
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

- 11/16/2010 6:25:47 AM CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 TRY TO DUP, SOUNDS LIKE A POSS VSA MOD

### Information from Dealer

VSA LIGHT IS ON AND IS ACTIVATING WHILE DRIVING. I CHECKED FOR CODES AND THERE WERE 5 STORED 61-1, 83-1, 66-1, 68-1, AND 112-1. CLEARED CODES AND THEY DID NOT RETURN. TEST DROVE VEHICLE AND IT WAS FINE. STOPPED VEHICLE AND ACTIVATED THE ABS. STARTED DRIVING AND THE ABS KICKED 10 TIMES AND WOULD STOP WITHOUT TOUCHING THE BRAKE PEDAL. VSA LIGHT CAME ON AND STORED CODES 66-1 AND 68-1. ADJUSTED BRAKE SWITCH AND CHECKED PINS ON THE PCM AND VSA MODULATOR ALL LOOK FINE. PERFORMED VSA NEUTRAL POS

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]

[KEYWORD: ABS]

WAS TRYING TO GET A SNAP SHOT BUT THE CAR IS WORKING FINE RIGHT NOW

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2661325	LANCEK	07/31/2008	LANCEK	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4210	ABS CODE 17-1, VTM-4 23-1	FAX: F-CONN SOFTSET AT DR U/D F/B		
		<b>ResIn Source:</b>	Feedback forms	<b>Date:</b> 08/01/2008
		<b>Status:</b>	N/A	<b>Mileage:</b> 33,986
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	MST	<b>VIN:</b> 5FNYF18505E	<b>Err:</b>
<b>Dir Cont:</b> JONATHAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (801) 526-1700	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN FORBES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ANDY OSTMARK			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> KEN GARFF HONDA DOWNTOWN			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
64 EAST 900 SOUTH			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
SALT LAKE CITY	UT 84111		<b>Engine #:</b> J35A61433881	<b>Trans #:</b> BVGA7094387
<b>Phone:</b> (801) 526-1700	<b>Fax #:</b> 8015261819		<b>Em Type:</b> KA	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F		<b>RO #:</b> 94302	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

7/31/2008 1:25:55 PM LANCEK

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
  
- 4 WHAT HAVE YOU CHECKED?
- 5 CHECK FOR OPEN SHORTS TO GROUND, AND EACHOTHER, AND PIN FIT ON LEFT REAR WHEEL SENSOR WIRES BETWEEN THE SENSOR AND THE ABS CU.
- 6 ALSO VERIFY CONNECTIONS THROUGH THE DR U/D F/B. IF ALL CHECK S GOOD SWAP K/G ABS CU

8/1/2008 9:56:05 AM LANCEK

- 7
  - 8
- FAX
- WHEN CHECKING WIRES FROM THE LEFT REAR SPEED SENSOR TO THE F CAVITY IN THE UNDER DASH FUSE BOX IT WAS FOUND THAT THE HARNESS END WAS NOT LOCKED INTO PLACE, LEAVING THE TERMINALS SOFT SET, THEREFORE CAUSING THE INTERMITTINT OPEN DTC.

### Information from Dealer

ABS DTC 17-1 AND VTM-4 DTC 23-1 ARE STORED. WHEN TROUBLESHOOTING DTCS THEY SHOW THAT THE CAUSE IS ANINTERMITTINT FAILURE. VEHICLE WILL BE FINE FOR AB OUT A WEEK AND DTCS WILL RETURN. HAS HAD LEFT REARSPEED SENSOR REPLACED BY ANOTHER DEALER. YES

ABS DTC 17-1. DEALER 207808 RO: 113302, 6/17/08. REPLACED LEFT REAR WHEEL SPEED SENSOR. PERF SM T/S AND IT IS SHOW INT FAILURE.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3146955	CHRISR	05/05/2011	CHRISR	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA STOPS CAR LOW SPEED	FBF: REPLACED MODULATOR, BRAKE SWITCH		
		<b>ResIn Source:</b>	Feedback forms	<b>Date:</b> 05/10/2011
		<b>Status:</b>	N/A	<b>Mileage:</b> 98,471
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18615B	<b>Err:</b>
<b>Dir Cont:</b> ALPHONSE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (407) 291-6090	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> DERVIN CARTY			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JEFF TURJA			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> CLASSIC HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
4000 WEST COLONIAL DR.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ORLANDO FL 32808			<b>Engine #:</b> J35A61433896	<b>Trans #:</b> BVGA7094418
<b>Phone:</b> (407) 291-6090	<b>Fax #:</b> 4072984169		<b>Em Type:</b> KA	
<b>DPSM:</b> MAURICE NARBONA	<b>Zone/Dist:</b> 07L		<b>RO #:</b> 98462	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 5/5/2011 10:09:53 AM CHRISR
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 25 MPH?
  - 8 D/C MOD?
  - 9 VFY WHEEL SENSOR DATA AND YAW/LAT SENSORS ARE 2.48-2.52 GOING STRAIGHT, IF SO REPLACE MOD

### Information from Dealer

SURGES AND BUCKS ON ACCELERATION, FEL LIKE THE BRAKE IS ON WHILE DRIVING  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD: ]  
 Y  
 N  
 N  
 I DRIVE 0-10 MPH, WHEN I TOUCH BRAKE PEDAL IT JAMS ON THE BRAKES  
 NOTHING, ITS OK  
 IT STOPS WHEN I TURN VSA OFF  
 OK

5/10/2011 7:11:46 AM CHRISR  
 10 REPLACED MODULATOR, BRAKE SWITCH

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2582079	KEITHC	03/25/2008	KEITHC	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230 U0122	VSA , ABS LIGHT, U0122 F CAN MALF VSA-PCM COMM	REPLACE MODULATOR	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 42,656
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18535E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JEFFREY	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (402) 437-1216	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CRAIG CAMERON		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA OF LINCOLN 2770 YANKEE HILL ROAD LINCOLN NE 68516		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (402) 437-1216	<b>Fax #:</b> 4024371349	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> RON CRISS	<b>Zone/Dist:</b> 10A	<b>Engine #:</b> J35A61433966	<b>Trans #:</b> BVGA7094699
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 762778	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

3/25/2008 1:50:37 PM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 REPLACE MODULATOR

### Information from Dealer

VSA BRAKE AND ABS LIGHTS WERE ALL STAYING ON AGAIN-THEY ARE NOW OUT AGAIN  
YES  
WAS IN PREVIOUSLY FOR THE SAME LIGHTS WE WENT THROUGH THE DIAGNOSIS AND CLEARED THE LIGHTS AND THEY DID NOT COME BACK ON.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2373301	DAVIDK	06/14/2007	STEVEN	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA LT ON. INTERMIT ACTIVATION	BRAKE SWITCH?; ADJUST	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 19,985
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18605E	<b>Err:</b>
<b>Dir Cont:</b> ROSS LOBELLO	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (412) 262-4755	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> ROSS LOBELLO			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVE MARTIN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> MOON TOWNSHIP HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
5802 UNIVERSITY BLVD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MOON TOWNSHIP PA 15108			<b>Engine #:</b> J35A61434219	<b>Trans #:</b> BVGA7095260
<b>Phone:</b> (412) 262-4755	<b>Fax #:</b> 4122642395		<b>Em Type:</b> KA	
<b>DPSM:</b> BRUCE WILSON	<b>Zone/Dist:</b> 05L		<b>RO #:</b> 318626	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

6/14/2007 1:21:12 PM DAVIDK

- 1
- 2 VSA OR ACTIVATION LIGHT
- 3 VSA LIGHT ON W/O ACTIVATION
- 4 CK POWER AND GROUND TO VSA UNIT
- 5 CK REAR WHEEL SENSOR FOR BEING CROSSED

6/26/2007 1:15:15 PM STEVEN

- 6
- 7 CAN YOU SEE THE WHITE PLUNGER AT ALL ON THE BRAKE SWITCH?
- 8 ADJUST BRAKE SWICTCH AND CHK, CHANCES ARE THE PROBLEM IS DUE TO THE BRAKE SWITCH BEING ADJUSTED TOO TIGHT

### Information from Dealer

OWNER SAYS VERY INTERMITTENT VSA LIGHT COMES ON & VEH.STARTS TO BUCK/JERK VERY BAD SAYS AT THIS POINT IS UNSAFE TO DSRIVE\*SAYS PULLS OVER SHUTS OFF VEH.RESTARTS & PROBLEM IS GONE & LIGHT IS OFF\*SYSTEMHAS NO CODES & WHEN IT WAS IN WAS ABLE TO GE T TO ACT-UP((HELP))  
CUST STATES BOTH COME AND GO. SOMETIMES TOGETHER. SOME TIMES ON ONE. WE HAVE NOT REPRDOUCED  
YES

CAR BACK WITHA CODE 68 SAME PROBLEM  
LET EM SEE...NO

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2946669	CHRIS R	12/28/2009	PAULI	5

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA PROBLEM 66-1, 68-1	MOD?; REPLACE AFT VFY GOOD PWR/GND, INPUTS		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	P RCVD	<b>Mileage:</b> 75,899
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18565E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> CASEY VAUGHAN	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (704) 484-0422	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> KANDY JURUMBO		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JONATHAN COFFEE		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ROGERS HONDA 4421 EAST DIXON BLVD. SHELBY NC 28152		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> J35A61434295	<b>Trans #:</b> BVGA7095378
<b>Phone:</b> (704) 484-0422	<b>Fax #:</b> 7044875212	<b>Em Type:</b> KA	
<b>DPSM:</b> PER BOLLNER	<b>Zone/Dist:</b> 06J	<b>RO #:</b> 130896	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 12/28/2009 1:49:43 PM CHRIS R
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 VFY GOOD PWR/GNDS AND INPUTS, IF ALL OK  
REPLACE MOD
  - 6 PEND TO PAULI FOR PICKUP

### Information from Dealer

CAR STOPS BY ITSELF WITHOUT APPLYING BRAKE PEDAL.  
VSA AND TRACTION CONTROL LIGHT ON.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD:  
66]

HAD A BATTERY  
OK

- 1/4/2010 12:44:27 PM PAULI
- 7 WILL FOLLOW UP FOR VSA MOD
  - 8 208243 RO Date: 2009-12-30 Claim Number: 130896
  - 9

R&R  
57110-S9V-A61 MODULATOR ASSY., VSA

- 1/4/2010 3:36:34 PM PAULI
- 10 FAXED SHIP REQUEST

- 1/5/2010 12:49:35 PM PAULI
- 11 REFAXED SHIP REQUEST>GEORGE, P/M

- 1/8/2010 12:09:49 PM PAULI
- 12 VSA RCVD--FFWD>CHRIS R

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3292318	DAVEM	05/31/2012	EDB	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATES 1ST DRIVE IN AM	UNKNOWN?; NEED TO DUP
		Resin Source: None                      Date:
		Status: N/A                              Mileage: 104,445
		Remarks / Requestor:                      FE Status:

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18515E	<b>Err:</b>
<b>Dir Cont:</b> TIM BARKER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (816) 942-2200	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> TRENT GRONBERG		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICHARD JACKSON		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> JAY WOLFE HONDA 220 WEST 103RD STREET KANSAS CITY MO 64114		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (816) 942-2200	<b>Fax #:</b> 8169426712	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MICHAEL WEHMEIR	<b>Zone/Dist:</b> 08K	<b>Engine #:</b> J35A61434881	<b>Trans #:</b> BVGA7096121
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 608276	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 5/31/2012 8:44:41 AM                      DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 VSA ACTIVATION INDICATOR?
  - 8 how do we know IT'S VSA? COULD IT BE THE A/T OR RR DIFF OR ???
  - 9 CODES?
  - 10 BATT AND CABLES?
  - 11 NEED TO DUP AND MON THE VSA CUT SOL'S ON THE DATALIST

### Information from Dealer

AFTER SITTING OVERNIGHT FOR THE FIRST 5 MIN [WHEN YOU DRIVE CAR]. IT SOUNDS LIKE THE VEHICLE IS RUNNING ON RUMBLE STRIPS AND FEELS LIKE THE ABS IS ENGAGEING

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]

[KEYWORD: ABS]

N

N

N

CUST STATES THAT THE VSA ACTIVATES AND WILL BRING THE CAR TO A STOP ONLY AFTER THE CAR HAS SAT OVERNIGHT. WE CANNOT DUP

CUST STATES IT NEVER COMES ON

???

none

OK

- 6/1/2012 11:25:47 AM                      EDB
- 12 COPY SENT TO MIKE WEHMEIR dpsm

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3126132	CHRISV	03/08/2011	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODS ON OWN	INPUT; MON DATALIST		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 77,814
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18695E	<b>Err:</b>
<b>Dir Cont:</b> VERNON FULLER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (512) 443-4300	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JEFFREY DAHL			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAN HEDGER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HOWDY HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
5519 E. BEN WHITE BLVD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
AUSTIN TX 78744			<b>Engine #:</b> J35A61435013	<b>Trans #:</b> BVGA7096214
<b>Phone:</b> (512) 443-4300	<b>Fax #:</b> (512) 443-9051		<b>Em Type:</b> KA	
<b>DPSM:</b> JERRY MEADE	<b>Zone/Dist:</b> 03B		<b>RO #:</b> 468786	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>3/8/2011 7:36:25 AM      CHRISV</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6 MON DATALIST, TAKE A SNAP SHOT</p>	<p>WHEN DRIVING AT SPEEDS AROUND 15-35 MPH THE ABS FEELS LIKE IT IF ENGAGING BY ITSELF. THE BRAKE PEDAL IS NOT BEING APPLIED, YOU CAN HEAR WHAT SOUNDS LIKE THE VSA ACTIVATING WHEN HITTING THE BRAKES HARD AS LIKE ON A PANIC STOP. THE VEHICLE DOES SLOW DOWN QUICKILY. ??????????. NO MALFUNCTION LIGHTS ARE ON.</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]</p> <p>[KEYWORD: BRAKES]</p> <p>YES</p> <p>NO</p> <p>NO</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2553448	RUDYG	02/12/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM CODE 25	YAW SENSOR?; MONITOR WITH HDS
		ResIn Source: None
		Status: N/A
		Remarks / Requestor:
		Date:
		Mileage: 47,043
		FE Status:

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18665E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> GENE DALE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (804) 672-1111	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> ANN DALE		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GARLAND BLAIR		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> WEST BROAD HONDA		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
7014 WEST BROAD STREET		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
RICHMOND VA 23294		<b>Engine #:</b> J35A61435000	<b>Trans #:</b> BVGA7096256
<b>Phone:</b> (804) 672-1111	<b>Fax #:</b> (804) 672-3337	<b>Em Type:</b> KA	
<b>DPSM:</b> GARTH FRANCIS	<b>Zone/Dist:</b> 06C	<b>RO #:</b> 518488	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 2/12/2008 9:50:33 AM RUDYG
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 MONITOR YAW, LAT AND LONG SENSOR READINGS WITH HDS. IF YOU SEE SPIKES UP OR DOWN. CK PWR/GRND TO YAW SENSOR. IF OK, I WOULD REPLACE YAW SENSOR AS A START AND ALSO CK MODULATOR GROUND G302

### Information from Dealer

25-1 VSA CODE CUSTOMER SAYS BRAKES LOCKED UP NO TAKES ABOUT 500 MILES BEFORE COMING ON. ANY KNOWN ISSUES?  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3115290	JOHNB	02/07/2011	RUDYD	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4210	ABS? VSA? ACTIVATES SELF	MODULATOR?; REPLACE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 59,469
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 5FNYP18565E	<b>Err:</b>
<b>Dir Cont:</b> WARREN LOCK	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (425) 775-7575	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN ROYCE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVEN DAVIS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> LYNNWOOD HONDA 22020 HIGHWAY 99 EDMONDS WA 98026			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (425) 775-7575	<b>Fax #:</b> 4256720505		<b>Engine #:</b> J35A61435141	<b>Trans #:</b> BVGA7096534
<b>DPSM:</b> PETER HOLT	<b>Zone/Dist:</b> 02A		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 449419	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 2/7/2011 1:19:19 PM JOHNB
- 1 vsaORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 ANY ABS OF VSA CODES
  - 8 VSA CODE
  - 9 NO ABS CODE OF THAT LEVEL,ONLY VSA HAS 84-1
  - 10 WAS IT FOR THIS ISSUE
  - 11 PRODUCE AND TAKE SNAP SHOT;ALSO WHAT ARE THE EXACT DRIVING CONDITIONS;IS THERE A VSA ACTIVATION LIGHT
  - 12 WHAT ARE THE TIRES LIKE
  - 13 ON SNOW
  - 14 THEN THEY ARE A POSSIBLITY FOR ACTIVATION;PLEASE KEEP THAT IN MIND;IF PRODUCE AGAIN AND TAKE A SNAP SHOT,NOTE CONDITIONS,TRY KG WHEELS AND TIRES,TRY AGAIN

### Information from Dealer

ABS OPERATE BY IT SELF WHILE DRIVING  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: 84-1]  
 YES  
 NONE  
 NONE  
 AT TIMES ABS ACTIVATES WHEN DRIVING OR BRAKING SLIGHTLY;HARD TO PRODUCE  
 NOT NOW,BUT LAST AUGUST WAS IN FOR A CODE 84-1  
 NO ABS  
 OH....WELL I DID NOT WORK ON IT THEN  
 I BELIEVE...MAYBE  
 JUST DRIVING,NO LIGHTS ON DASH

SNOW TIRES  
 NO DRY PAVEMENT

2/8/2011 1:53:10 PM RUDYD

- 15 02/8/2011 01:53:36 PM RUDYD (WARREN) I WAS ABLE TO VERIFY THIS YESTERDAY. I WAS DRIVING AND ALL OF A SUDDEN I HEAR ABS BUZZ AND CAR SLOWS DOWN
- 16 WERE YOU TURNING NO
- 17 ALL TIRES SAME SIZE YES, WINTER TIRES
- 18 REPL MODULATOR OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2963784	JOHNB	02/03/2010	RUDYG	6

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA CODE 68	2/10: REPL'D VSA MODULATOR		
		<b>Resin Source:</b>	Spoke w/ Dealer	<b>Date:</b> 02/10/2010
		<b>Status:</b>	P RCVD	<b>Mileage:</b> 85,539
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18625E	<b>Err:</b>
<b>Dir Cont:</b> EDWIN GUILL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (504) 368-5640	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> TIM MAYWALT			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ALAN SESSIONS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> SUPERIOR HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
1845 WESTBANK EXPWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
HARVEY LA 70058			<b>Engine #:</b> J35A61435402	<b>Trans #:</b> BVGA7097080
<b>Phone:</b> (504) 368-5640	<b>Fax #:</b> 5043672606		<b>Em Type:</b> KA	
<b>DPSM:</b> DANIEL FYFFE	<b>Zone/Dist:</b> 03D		<b>RO #:</b> 169008	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

<p>2/3/2010 7:31:34 AM      JOHN8</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 ISIS SEARCH CRITERIA</p> <p>4</p> <p>5 CHK VSA DATALIST FOR BRAKE PRESSURE AND BRAKE POSITION SW INPUTS AT THAT TIME;SEE IF PRESS WITH NO POSITION SW INPUT,OR VICE VERSA;CHK BRAKE POSITION SW ADJUSTMENT</p>	<p>VSA LIGHT ON BRAKES SEEM TO LOCK UP @ TIMES</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: 68]</p> <p>VSA LIGHT CODE 68;RESETS WHEN DRIVEN</p>
<p>2/3/2010 8:09:45 AM      RUDYG</p> <p>6 02/3/2010 08:09:50 AM RUDYG</p> <p>7 CHECKED BRAKE FLUID FOR CONTAMINATION?</p> <p>8 REPLACE MODULATOR. WE WOULD LIKE TO GET OLD MODULATOR IF CUST DOESN'T WANT IT.</p>	<p>(EDWIN) MY BRAKE PRESSURE AT REST IS 0.488V WHEN DRIVING AND PROB OCCURS VOLTAGE GOES TO 1.4 OR SO WITHOUT ME TOUCHING PEDAL. IF I DID TOUCH PEDAL IT WOULD ACTIVATE ABS.</p> <p>JUST LOOKS DIRTY</p> <p>OK</p>
<p>2/10/2010 8:01:52 AM      RUDYG</p> <p>9 02/10/2010 08:01:29 AM RUDYG(CALLED DLR)</p> <p>10 CALLING FOR UPDATE ON REPAIRS</p> <p>11 GREAT. DO YOU HAVE OLD MODULATOR?</p> <p>12 I WILL PUT IN A REQUEST FOR IT</p> <p>13 (PEND TO PAULI FOR PARTS)</p>	<p>(EDWIN)</p> <p>I REPLACED THE MODULATOR AND NOW MY BRAKE PRESSURE READING ON HDS IS STEADY AT ABOUT .5V. I NO LONGER HAVE ANY SYMPTOM</p> <p>YES</p> <p>OK</p>
<p>2/10/2010 11:34:44 AM      PAULI</p> <p>14 WILL P/U</p>	
<p>2/12/2010 12:52:27 PM      PAULI</p> <p>15 VSA RCVD--FFWD&gt;RUDY</p>	
<p>2/16/2010 9:21:35 AM      RUDYG</p> <p>16 02/16/2010 09:21:31 AM RUDYG(NO 05 PILOTS IN OUR FLEET TO INSTALL THIS MODULATOR. DESTROYED AND TRASHED MODULATOR)</p>	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3271604	CHRISV	03/29/2012	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4210	ABS MODS	DEALER CANT DUP; NEED TO DUP	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 113,452
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18625E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JEFF	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (336) 854-9900	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> LARRY NEAL			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SHANE WESTMORELAND			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> CROWN HONDA GREENSBORO 3633 W. WENDOVER AVE. GREENSBORO NC 27407			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (336) 854-9900	<b>Fax #:</b> (336) 299-6546		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> SCOTT MUDLIN	<b>Zone/Dist:</b> 06L		<b>Engine #:</b> J35A61435452	<b>Trans #:</b> BVGA7097206
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 211991	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

3/29/2012 7:18:45 AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CAN YOU DUP
- 7 NEED TO DUP AND TAKE A HI SPEED SNAP SHOT

### Information from Dealer

CUSTOMER STATES AT LOW SPEEDS IT FEELS LIKE THE BRAKES ARE GRABBING. THEY SAY IT FEELS LIKE THE ABS IS MALFUNCTIONING. CHECKED AND FOUND NO CODES [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ] [KEYWORD: BRAKES]  
 NO  
 NO  
 NO  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2794987	JOHNB	03/24/2009	JOHNB	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODULATES SELF;83,66,68	MODULATOR?;GV CHKS;CB		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 75,253
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18505E	<b>Err:</b>
<b>Dir Cont:</b> DEAN BALEY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (608) 273-3344	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID DUNAHEE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ZIMBRICK HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1601 WEST BELTLINE HWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MADISON WI 53713			<b>Engine #:</b> J35A61435841	<b>Trans #:</b> BVGA7097709
<b>Phone:</b> (608) 273-3344	<b>Fax #:</b> (608) 271-3506		<b>Em Type:</b> KA	
<b>DPSM:</b> MICHAEL CLARK	<b>Zone/Dist:</b> 08C		<b>RO #:</b> 437450	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

3/24/2009 1:29:14 PM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?  
3
- 4 CHK GROUNDS AND POWERS TO MODULATOR;CHK CONNECTIONS;SEE IF CAN BLOW FUSES OF MODULATOR POWER CIRCUITS WITH MODULATOR GROUNDS;CHK AND VOLT DROP G302;IF ALL OK,THEN LIKELY MODULATOR;REPLACE;CB WITH RESULTS;MAY WANT MODULATOR

### Information from Dealer

CODES 83-1, 66-1, 68-1 VSA WILL ACTIVATE ON CRUISE OR ACCEL WHEEL SPEED 0 LF 80 RF27RR27LR  
NO  
VSA/ABS MODULATOR ACTIVATES WHEN DRIVING;VEHICLE HAD CODES 83,66,68;CLEARED CODES;66 RESETS;ALSO WHEN THE VEHICLE ACTIVATES THE ABS AT SLOW SEEDS ITSELF,THE LF FT SENSOR READS 0 AND RT F READS 80

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3265921	JOHNB	03/13/2012	JOHNB	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES ON TURNS	NORMAL?;PRODUCE AND SNAP SHOT		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 78,434
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18525E	<b>Err:</b>
<b>Dir Cont:</b> ROBERT	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (402) 408-1000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> BRIAN PEARCE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> IAN WARD			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> SUPERIOR HONDA OF OMAHA 4111 SOUTH 144TH ST. OMAHA NE 68137			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (402) 408-1000	<b>Fax #:</b> (402) 861-7491		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> RON CRISS	<b>Zone/Dist:</b> 10A		<b>Engine #:</b> J35A61435900	<b>Trans #:</b> BVGA7097841
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 546043	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

3/13/2012 8:47:09 AM JOHNB

- 8 ANY CODES
- 9 NEED TO PRODUCE AND SNAP SHOT
- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 HOW WHERE YOU DRIVING

### Information from Dealer

A PRIOR 68-1,BUT WE REPLACED THE BRAKE SW BACK THEN

VEHICLE LEFT FRONT BRAKE IS APPLING WHILE TURNING LEFT OR RIGHT ,TRIED GETTING A SNAPSHOT,COULD NOT GET VEHICLE TO ACT UP,VEHICLE SPEED IS ABOUT 25 MPH AND VEHICLE IS TURNING,68-1 CODE WAS IN SYSTEM,BRAKE SWITCH WAS REPLACED 4 MONTHS AGO. [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD: VSA] YES/NO,ONLY ONCE

NONE

NONE

VSA OR ABS ACTIVATES ON TURNS;I EXPERIENCED ONCE ON A TURN

NORMALLY

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2780481	KENE	02/25/2009	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4170	BRAKE PRFRMC, DRAG INTER	BRAKE SWITCH ADJ; CHECK		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 57,418
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18505E	<b>Err:</b>
<b>Dir Cont:</b> CHARLES COLE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JIM ROSE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JONATHAN WILLIAMS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> PRIORITY HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
621 N. BATTLEFIELD BL.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
CHESAPEAKE VA 23320			<b>Engine #:</b> J35A61436112	<b>Trans #:</b> BVGA7098152
<b>Phone:</b> (757) 366-5000	<b>Fax #:</b> 7572135064		<b>Em Type:</b> KA	
<b>DPSM:</b> JENNIFER KAMLER	<b>Zone/Dist:</b> 06H		<b>RO #:</b> 133600	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 2/25/2009 6:51:00 AM KENE
- 1 ORIGINAL COMPLAINT
  
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 CHECK BRAKE FLUID CONTAMINATION, BRAKE SWITCH

### Information from Dealer

CUSTOMER STATES, BRAKES APPLY INTERMITTENTLY WHILE DRIVING. I WAS NOT ABLE TO DUPLICATE THE BRAKING CONCERN, BUT I DID FIND STORED VSA CODES. 61-1, BATTERY VOLTAGE FAILURE. 66-1, BRAKE SENSOR FAILURE. NOTE FOUND BAD BATTERY AND REPLACED IT, CLEARED STORED DTC AND TEST DROVE VEHICLE. NO PROBLEMS FOUND.

NO



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2439717	DAVIDK	09/06/2007	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	BRAKE PRFRMC, DRAG	BRAKES?; UNABLE TO REPRODUCE	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 33,256
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18595E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ADRIAN VASQUEZ	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (281) 955-6666	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN MORRIS		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (281) 955-6666	<b>Fax #:</b> (832) 237-8725	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> VERNON SAGE	<b>Zone/Dist:</b> 03C	<b>Engine #:</b> J35A61436152	<b>Trans #:</b> BVGA7098333
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 403332	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

9/6/2007 11:24:45 AM DAVIDK

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 VSA ACTIVATIO LIGHT COME ON
- 4
  
- 5 BRAKE ROTOR BLUE
- 6 BRAKE DRAGGING

### Information from Dealer

CUSTOMER STATES WHEN DRIVING AT LOW SPEEDS FROM A STOP VEHICLE FEELS LIKE BRAKES LOCK UP HEARING LOUD GRINDING NOISE, VEHICLE COMES TO A STOP BY ITSELF.

NO

WE CAN NOT REPROUDCE. CUST STATES NO LIGHTS CAME ON THE DASH.

NO. PADS LOOK GOOD

NOT SURE. WE CAN NOT REPROUDCE. COUD BE TRANS.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2480824	DAVEM	10/30/2007	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	61, 66, 68, 112VSA BRAKES SELF	VSA CU?; VRFY PWR/GND> SWAP CU	
		<b>Resin Source:</b>	None
		<b>Status:</b>	N/A
		<b>Remarks / Requestor:</b>	
		<b>Date:</b>	
		<b>Mileage:</b>	33,802
		<b>FE Status:</b>	

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18595E	<b>Err:</b>
<b>Dir Cont:</b> III RAUL VASQUEZ	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (281) 955-6666	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN MORRIS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> JOHN EAGLE HONDA OF HOUSTON			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
18787 NW FREEWAY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
HOUSTON TX 77065			<b>Engine #:</b> J35A61436152	<b>Trans #:</b> BVGA7098333
<b>Phone:</b> (281) 955-6666	<b>Fax #:</b> (832) 237-8725		<b>Em Type:</b> KA	
<b>DPSM:</b> VERNON SAGE	<b>Zone/Dist:</b> 03C		<b>RO #:</b> 410469	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 10/30/2007 6:56:13 AM DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 A/M?
  - 5 ANY CODES IN ANY OTHER SYSTEM?
  - 6 WHAT WAS RPLCD IN THE PAST?
  - 7 WHEN HAPPEN?
  - 8 BATT CONDITION>?
  - 9 FRQ OF EVENT?
  - 10 [SEE TL REF #2439717 FOR PRVS PROBLEM ]
  - 11 TODAY. LETS CHK G302> POP FUSE> V-DROP PWR/GND> DPSM OK TO SWAP A VSA CU BASED ON PRVS CALLS WE HAVE HAD W/ SAME DTC'S

### Information from Dealer

SEEMS BRAKES ARE LOCKING UP HAD CODES 61-1 66-1 68-1 112-1

NO

I COULD DUP ONLY 1X, BUT WHEN IT HAPPEND FOR ME AND THE CUST, IT APPEARED THE TRACTION CONTROL WAS KICKING IN BECAUSE THE TRIANGEL LIGHT WAS FLASHING THE THE CAR WOULD BARLY MOVE. I CHK G301, BUT NOT G302 YET. THE CNNCTR AT THE VSA CU WAS TIGHT.

NONE

NONE

NOTHING

ONLY ON STARTS FROM A TRAFFIC LIGHT. NEVER ON THE HWY

NOT YET

WILL HAPPEN A COUPLE OF TIMES IN A ROW ONE DAY THEY NOT HAPPEN FOR A COUPLE OF MONTHS

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2885748	MARKP	08/21/2009	MARKP	1

Code	Original Complaint	Probable Cause/Solution		
P 4170	FT DIVES UNDER BRKING	R&R ABS MOD		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 53,892
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18565E	<b>Err:</b>
<b>Dir Cont:</b>	ROBERT	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(802) 773-4600	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	ROBERT WARRELL			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	DONNA BROWN			<b>Fact:</b>	LINCOLN
<b>Dir Name:</b>	SHEARER HONDA 211 US ROUTE 7 S RUTLAND VT 05701			<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
<b>Phone:</b>	(802) 773-4600	<b>Fax #:</b>	8883145103	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b>	KEITH MANNING	<b>Zone/Dist:</b>	09C	<b>Engine #:</b>	J35A61436159
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA
				<b>RO #:</b>	126551
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	
				<b>Trans #:</b>	BVGA7098329

### Tech Line Suggests

### Information from Dealer

<p>8/21/2009 1:12:19 PM MARKP</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 HAVE YOU REPRO</p> <p>4 R&amp;R ABS MOD AND RECHECK</p>	<p>C/S;VEHICLE WILL BRAKE ON ITS OWN, WHILE ON INTERSTATE, CAR APPLIED BRAKES AT FULL PRESSURE UNTIL STOPPED. UPON APPLICATION OF BRAKE, CAR APPLIES FULL PRESSURE</p> <p>NO</p> <p>NO.CUST SAYS INTER</p> <p>OK THANKS.HAVE DONE ONE BEFORE ON LATER MODEL</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3256061	SHAWNW	02/14/2012	SHAWNW	3

Code	Original Complaint	Probable Cause/Solution		
P 4230	RANDOM ACTIVATION	MOD?;REPLACE IF 2ND OCCURANCE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 110,700
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF185X5E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> BRANDON	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 781-255-6000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DAVID CARLSON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICHARD WATERMAN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BOCH HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
279 PROVIDENCE HIGHWAY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
NORWOOD MA 02062			<b>Engine #:</b> J35A61436124	<b>Trans #:</b> BVGA7098081
<b>Phone:</b> (781) 255-6000	<b>Fax #:</b> 7816196888		<b>Em Type:</b> KA	
<b>DPSM:</b> DAN ENDERLE	<b>Zone/Dist:</b> 09F		<b>RO #:</b> 676525	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer****2/14/2012 1:32:53 PM SHAWN**

1 ORIGINAL COMPLAINT

CUSTOMER STATES THAT VSA LIGHT WAS ON AND THAT VEHICLE WAS BUCKING. NO STORED DTCS AND NO SERVICE NEWS OR BULLETINS. VEHICLE HAS BEEN DRIVEN ALMOST 100 MILES AT DEALERSHIP TO TRY AND DUPLICATE BUT COULD NOT DUPLICATE CONCERN. CUSTOMER ALSO STATES VEHICLE FEELS LIKE BRAKES WHERE BEING APPLIED WHEN THEY WERENT  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

N

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

N

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

N

6 STORED CODES?

NOTHING

7 TIRES?

BRAND NEW

8

JUST LOOKING TO SEE IF THERE ARE ANY KNOWN ISSUES, I GOT NO CODES AND CANT VERIFY

9 REVIEWED CASES AND KB'S, NO KNOWN ISSUES

OK THANKS

**2/14/2012 10:19:16 PM RICKT**

10 SHAWN, DID YOU LOOK AT KB 16816? THIS SOUNDS LIKE THE MODULATOR ISSUE FROM WHAT I SEE HERE.

**2/15/2012 6:48:17 AM SHAWN**

11 02/15/2012 06:53:18 AM SHAWN CB TO DEALER

BRANDON:

12 AFTER REVIEWING THIS, IF THE PROBLEM COMES BACK LETS REPLACE THE VSA MOD

OK, I WILL MAKE A NOTE, BY THE WAY I WAS TALKING WITH THE CUSTOMER AND THE WAY THEY EXPLAINED THE PROBLEM IT SOUNDS LIKE THEY ARE TALKING ABOUT A T/C SHUDDER

13 REALLY?

YES, THEY SAID THAT AT STEADY CRUISE, BARELY ANY THROTTLE

14 MAYBE DRIVE WITH THE CUSTOMER AND SEE IF THEY CAN DEMO THE ISSUE

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3013444	PETERB	06/01/2010	PETERB	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA STOPS CAR	FBF: REPLACED VSA MOD		
		<b>Resln Source:</b>	Feedback forms	<b>Date:</b> 06/25/2010
		<b>Status:</b>	N/A	<b>Mileage:</b> 96,137
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18555B	<b>Err:</b>
<b>Dir Cont:</b> HENRY ZAJAC	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (860) 223-2230	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ROGER BEAULIEU		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT SHINDER		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> SCHALLER HONDA 1 VETERANS DRIVE NEW BRITAIN CT 06051		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (860) 223-2230	<b>Fax #:</b> 8608262083	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> SUZI HENRY	<b>Zone/Dist:</b> 09D	<b>Engine #:</b> J35A61436377	<b>Trans #:</b> BVGA7098495
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 628555	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>6/1/2010 10:45:00 AM</b> PETERB	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON .. FRONT BRAKES GRAB
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CR-V][YEAR: 2010][PUBID: ][SUBJECT: ][KEYWORD: ATF LEVEL]
4 TRANSFER TO GEN	
<b>6/1/2010 10:52:35 AM</b> CHRISV	
5	SENSOR DATA APPEARS NORMAL, RESET FAILED UNTIL 3X. I HAVE SNAPSHOT THAT SHOWS INCRESED BRAKE PRESSURE WHEN MY FOOT OFF BRAKE YES SHE HAS ENTENDED WARR
6 WERE YOU DRIVING STRAIGHT	
7 VERIFY SENSOR DATA WHEN STRAIGHT, ONLY LONGITUDINAL SHOULD SHOW CHANGE. ALL AT ABOUT 2.50 V SITTING STILL. IF ALL OK, REPLACE MOD	
8 IF ALL NON-MODD PARTS OK THEN ALL YOU HAVE IS THE MOD	OK
<b>6/1/2010 12:47:06 PM</b> CHRISV	
9	SENT A SNAP SHOT
10 ALL INPUTS LOOK GOOD, REPLACE THE MOD	
<b>6/25/2010 1:43:19 PM</b> PETERB	
11	
12 3013444 5FNYF18555B036377 06/25/2010 PILOT 2005 207221 PETER_BURKE	
13 COMMENTS:	
14 NEW VSA MODULATOR WAS INSTALLED FOR THE SUDDEN DECELERATION PROBLEM. SINCE IT WAS INTERMITTANT .. WAITED AWHILE TO MAKE SURE THIS REPAIR WORKED.	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2420321	CHRISV	08/13/2007	RAYD	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA LIGHT ON NO CODE	LOOSE PINFIT?;TRY BATT CABLE RESET		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 36,077
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18665E	<b>Err:</b>
<b>Dir Cont:</b> JOE DILEO	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (954) 764-1100	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> PETER SAXON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT GUIDO			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (954) 764-1100	<b>Fax #:</b> 9545251837		<b>Engine #:</b> J35A61436764	<b>Trans #:</b> BVGA7098871
<b>DPSM:</b> KEVIN MCCLUNG	<b>Zone/Dist:</b> 07N		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 85642	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

8/13/2007 11:37:33 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CK THE DATALIST FOR INDI ON

4 CK THAT AND INSPECT G302

8/13/2007 11:52:00 AM RAYD

5

6 DID YOU DO THE T/SHOOTING FOR THIS CODE

7 WHAT DID YOU REPLACE?

8 DID YOU INSTALL THE MODULATOR, OR JUST PLUG IT IN?

9 TRY BATTERY CABLE RESET, THEN DRIVE THE CAR UNTIL THE SELF TEST HAS COMPLETED, THEN CHECK ALL SYSTEMS FOR CODES

### Information from Dealer

CUSTOMER STATES THAT SINCE BATTERY WAS REPLACED ATSEARS, ABS LIGHT WILL NOT GO OFF. NO CODES STORE D, PERFORMED VOLTAGE CHECKS AS STATED IN ISIS. SWAPPED KNOWN GOOD GAUGE CONTROL MODULE AND VSA MODULATOR AND LIGHT STILL ON.

NO

DID NOT CK

THE HDS SAYS THE LIGHT IS OFF, BUT IT IS ON

YES,

THE MODULATOR AND THE GAUGE ASSY INSTALLED

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2974770	JOHNB	03/01/2010	TERRYP	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA ACTIVATES@TIMES CDE 68,66	TAKE SNAP SHOT;MONITOR BRAKE SW,PRESS SW	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 63,201
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18515E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ADAM SAUNDERS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (704) 331-0816	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ERIC TIPPETT			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KENT EWING			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> METRO HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
4918 HIGHWAY 74 WEST			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
INDIAN TRAIL NC 28079			<b>Engine #:</b> J35A61436827	<b>Trans #:</b> BVGA7099206
<b>Phone:</b> (704) 331-0816	<b>Fax #:</b> 7042201553		<b>Em Type:</b> KA	
<b>DPSM:</b> MARK SIMPSON	<b>Zone/Dist:</b> 06K		<b>RO #:</b> 117165	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

3/1/2010 6:05:08 AM JOHN B

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 INTERMITTENT

6 TAKE MANUAL SNAP SHOT;SET SNAP IN MIDDLE;LOOK AT BRAKE SW,PRESSURE SW INPUTS,AS WELL AS WHEEL SPEED SENSORS, AND STEERING ANGLE

3/1/2010 6:50:23 AM TERRY P

7

8 CK MOD CONN PIN FITS.IF NTF,GO AHEAD & GET A S/S SHOWING THE VOLTAGE CHANGING.C/B 30 MINS AFT UPLOADING IT

### Information from Dealer

CUSTOMER COMPLAINT: VSA LIGHT ILLUMINATED. CODES68-1 AND 66-1. ANOTHER DEALER PUT BRAKE LIGHT SW ITCH IN. PROBLEM STIILL THERE. I TEST DROVE AND BRAKES ACTIVATES AUTOMATICALLY AS IF THERE WAS WHEEL SPIN UNDER ACCEL. DROVE > 20MPH AND DULPLICATED 4 TIMES. BRAKES ACTIVATED WITH PUMP WITH NO BRAKE PEDAL INPUT. ???????? PEFORMED NEUTRAL POSITION AND CLEARED CODES EACH TIME. STILL HAVE ISSUE.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA]  
 MODULATES ON ACCEL,SLOWING;GET CODES AT TIMES OF 68-1,66-1  
 YES  
 \*CANT GET IT TO ACT UP WITH THE HDS CONNECTED,BUT I CAN SEE THE BRK PRESS SW CHANGING FROM .5V TO 4.5V WITHOUT TOUCHING THE BRK PEDAL

\*SEE ABOVE



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2771242	KENE	02/09/2009	PAULI	7

Code	Original Complaint	Probable Cause/Solution	Resln Source:	None	Date:
P 4230	VSA CODE 66 AND 68	MODULATOR?; REPLACE	Status:	P N/A	Mileage: 86,612
Remarks / Requestor:					FE Status:

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18535E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> DAVID WOLFE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (434) 973-1351	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JACQUELINE GITS		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BRIAN PEREGOY		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BROWN HONDA 960 HILTON HEIGHTS ROA CHARLOTTESVILLE VA 22901		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (434) 973-1351	<b>Fax #:</b> 4349738960	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> GARTH FRANCIS	<b>Zone/Dist:</b> 06C	<b>Engine #:</b> J35A61437001	<b>Trans #:</b> BVGA7099513
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 292998	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

<p>2/9/2009 6:19:36 AM KENE</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3</p> <p>4 CHECK FOR COTAMINATION OR BLOCKAGE LIKE FREEPLAY</p>	<p>BRAKES WILL STOP VEHICLE WITHOUT DEPRESSING THE BRAKE PEDAL/ CRUISING ALONG AT 20-30 MPH EVEN UNDER ACCELERATION / BRAKES WILL APPLY AND BRING VEHICLE TO A STOP</p> <p>NO</p> <p>HAS A CODE OF 66 AND 68</p>
<p>2/9/2009 10:00:07 AM RUDYG</p> <p>5 02/9/2009 10:15:13 AM RUDYG(CALLED DLR)</p> <p>6 CALLING FOR UPDATE ON REPAIRS</p> <p>7 I WANT YOU TO DO A FEW CHECKS FOR ME. CK SAS STR Z, SHOULD BE .8V WHEN GOING STRAIGHT, CK WHL SPEEDS IN A STRAIGHT LINE, SHOULD ALL BE SAME, CK YAW AND LAT SHOULD BE 2.5V WHEN SITTING ON FLAT GROUND</p> <p>8 IF OK HERE, REPL MODULATOR</p> <p>9 (PEND TO PAULI)</p>	<p>(DAVID)</p> <p>I COULD NOT GET IT TO ACT UP SO I CAN'T REALLY CK IT.</p> <p>OK</p> <p>OK</p>
<p>2/9/2009 10:29:50 AM PAULI</p> <p>10 WILL P/U FOR RUDY</p>	
<p>2/9/2009 10:57:49 AM RUDYG</p> <p>11 02/9/2009 10:57:55 AM RUDYG</p> <p>12 MY BAD, ON THIS MODEL WE CAN'T SEE IT. I WOULD RECOMMEND VSA MODULATOR</p>	<p>(DAVID) I TOOK A COUPLE OF SNAPS BUT I CAN'T SEND THEM. MY YAW AND LAT ARE OK. I CAN'T SEE STR Z ON DATA LIST</p> <p>OK</p>
<p>2/9/2009 12:51:18 PM PAULI</p> <p>13 FAXED SHIP REQUEST</p>	
<p>2/16/2009 12:14:49 PM PAULI</p> <p>14 NO CLM</p> <p>15 MONITOR VIN</p>	
<p>6/16/2010 11:10:51 AM PAULI</p> <p>16 NO CLM?</p>	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2452472	KENE	09/21/2007	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE 25 AND 26	MODULATOR, CHECK PIN FITS	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 34,381
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	MST	<b>VIN:</b> 5FNYF18505E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> DANIEL INGRAO	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (480) 893-7900	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DAVID CLARK			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JASON DODGE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> TEMPE HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
8030 S. AUTOPLEX LOOP			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
TEMPE AZ 85284			<b>Engine #:</b> J35A61437884	<b>Trans #:</b> BVGA7101210
<b>Phone:</b> (480) 893-7900	<b>Fax #:</b> (480) 421-4865		<b>Em Type:</b> KA	
<b>DPSM:</b> RICHARD REBORI	<b>Zone/Dist:</b> 10D		<b>RO #:</b> 169310	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 9/21/2007 1:52:02 PM KENE
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 PREVIOUS REPAIR DESCRIPTION
  - 4 CHECK G302
  - 5 CHECK PIN FITS AND IF OK, THEN MODULATOR

### Information from Dealer

VSA LIGHT ON. 25-1 26-1  
 YES  
 YAW SENSOR  
 TIGHT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2717099	KENE	11/04/2008	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM CODE 25	SESNOR; CK POWER, GROUNDS, PIN FITS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 50,796
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18665E	<b>Err:</b>
<b>Dir Cont:</b> JORDAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (952) 938-1717	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> CAROLINE GATES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> LUTHER HOPKINS HONDA 250 5TH AVENUE SOUTH HOPKINS MN 55343			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (952) 938-1717	<b>Fax #:</b> 9529088501		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> DICK SARGENT	<b>Zone/Dist:</b> 08G		<b>Engine #:</b> J35A61438591	<b>Trans #:</b> BVGA7102044
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 401501	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>11/4/2008 9:52:30 AM KENE</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 CHECK POWER, GROUNDS AND ALL PIN FITS, IF OK, REPLACE SENSOR</p>	<p>CODE 25-1 YAW RATE SENSOR FAILURE COMES ON INTERMINTLY. ALL VOLTAGE AND CONTINUITY CHECKS ARE GOOD.</p> <p>NO</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2876507	JOHNB	08/04/2009	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA code 68-01	MODULATOR?; REPLACE		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 75,731
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18545E	<b>Err:</b>
<b>Dir Cont:</b> NICKOLAS GANZ	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (608) 829-1118	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> CHARLIE CUPP			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MICHAEL NACHTIGAL			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ZIMBRICK HONDA SERVICE CENTER 430 GRAND CANYON DRIVE MADISON WI 53719			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (608) 829-1118	<b>Fax #:</b> 6088292088		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MICHAEL CLARK	<b>Zone/Dist:</b> 08C		<b>Engine #:</b> J35A61439601	<b>Trans #:</b> BVGA7103927
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 469660	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>8/4/2009 1:30:46 PM</b>	<b>JOHNB</b>
1 ORIGINAL COMPLAINT	FOUND CODE 68-01 (BRAKE SWITCH FAILURE) AND GUEST COMPLAINING THE CAR SLOWS DOWN BY ITSELF.)
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CHECK BRAKE SWITCH AND PEDAL ADJUSTMENTS; IF VSA IS SEEING PRESSURE AND NO BRAKE SW INPUT. THE VSA MODULATOR IS FAULTY. make sure customer is not two foot braking	
<b>8/4/2009 2:47:18 PM</b>	<b>RUDYG</b>
4 08/4/2009 02:46:40 PM RUDYG	(NICKOLAS) CAR IS BACK WITH 84-01 CODE.
5 DOES CODE CLEAR?	YES
6 STOCK TIRES AND WHLS?	YES, LOOKS LIKE ORIG SIZE
7 ANY ACCIDENT DAMAGE ON THIS CAR?	NO
8 RECOMMENED REPL VSA MODULATOR	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2805483	ROSSL	04/14/2009	PAULI	10

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIATES SELF	REPLACE MODULATOR		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	P SCRAP	<b>Mileage:</b> 46,440
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18505E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> MICHAEL LEAE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (972) 569-4242	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> KENNY GRANT			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GALEN HASTINGS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA CARS OF MCKINNEY			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
601 S. CENTRAL EXPWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MCKINNEY TX 75070			<b>Engine #:</b> J35A61440458	<b>Trans #:</b> BVGA7105208
<b>Phone:</b> (972) 569-4242	<b>Fax #:</b> 9725694271		<b>Em Type:</b> KA	
<b>DPSM:</b> AMY CLAWSON	<b>Zone/Dist:</b> 03F		<b>RO #:</b> 476765	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

4/14/2009 1:47:38 PM ROSSL  
1 ORIGINAL COMPLAINT  
2 PREVIOUS REPAIRS OR PARTS REPLACED?  
3 DOES TRANS WORK OK?  
4 DID YOU DO ANY T/S FOR THE CODES  
5 TRANSFER TO GENERAL

4/14/2009 1:52:58 PM KEITHC  
6 REPLACE MODULATOR  
7 HOLD PART FOR T/L

4/14/2009 4:16:01 PM RAYD  
8 PAUL PLEASE GET THIS MODULATOR

4/14/2009 4:36:11 PM PAULI  
9 WILL P/U

4/15/2009 1:48:32 PM PAULI  
10 FAXED SHIP REQUEST

4/21/2009 12:15:23 PM PAULI  
11  
12  
13  
14 OK  
15 sas

5/7/2009 9:08:39 AM PAULI  
16 207669 RO Date: 2009-04-24 Claim Number: 477890  
17  
18 WILL P/U

5/7/2009 10:04:57 AM PAULI  
19 FAXED SHIP REQUEST

5/12/2009 11:57:37 AM PAULI  
20 REFAXED SHIP REQUEST>JOSH

5/15/2009 2:52:53 PM PAULI  
21 VSA MOD RCVD/SCRAPPED PER RAY

C/S TWICE WHILE DRIVING FELT LIKE "SLAMMED ON BRAKES" AT HWY SPEEDS THEN RELEASES. APPROX 4K MILES BETWEEN EVENTS. HEALTH CHECK FOUND 61-1 AND 68-1.ALSO FOUND DTCS FOR ALL TIRE LOW PRESSURE, 11-1 ETC. VTM STRAINED, NO CONCERNS. ATF STRAINED, DIRTY BUT NO DEBRIS JUST USUAL GRAY SLIME. ATF FLUID SOMEWHAT DARK. VEHICLE HAS TOW-BEHIND LIGHTING HARNESS AND BAR. NO FLAT SPOTTING ON TIRES. NO BLUING ON ROTORS. PADS WORN EVENLY AND PREDICTABLYPER MILEAGE.  
NO  
YES,WORKS FINE  
ONE I THINK IS THE BRAKE SWITCH AND THE OTHER A LOW BATTERY

JOSH, PRTS  
CAR IS OUT OF 3/36 AHM WARR. THE SVC ADVISOR,ROBERT, DENIED THE REPAIR.  
SAID CUST WILL CHCK W/AHM CR ABOUT GETTING ASSISTANCE.

R&R  
57110-S9V-A61 MODULATOR ASSY., VSA

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2693477	CHRISR	09/24/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution									
P 4230	VSA PROBLEM 68 BRK DRAG	FLUID COND?, D/C MOD & T-DRV, BLEED BRAKES									
		<table style="width: 100%;"> <tr> <td style="width: 33%;">ResIn Source:</td> <td style="width: 33%;">None</td> <td style="width: 33%;">Date:</td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage: 36,940</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> </tr> </table>	ResIn Source:	None	Date:	Status:	N/A	Mileage: 36,940	Remarks / Requestor:		FE Status:
ResIn Source:	None	Date:									
Status:	N/A	Mileage: 36,940									
Remarks / Requestor:		FE Status:									

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18675B [REDACTED]
<b>Dir Cont:</b> JARED	<b>Training %:</b>	<b>Year:</b> 2,005
<b>Serv Ph:</b> (914) 739-7600	<b>Extn:</b>	<b>Tran:</b> 5AT
<b>Serv Mgr:</b> BRIAN MCLENITHAN		<b>Doors:</b> 5DR
<b>Parts Mgr:</b>		<b>Fact:</b> LINCOLN
<b>Dir Name:</b> CURRY HONDA 3845 CROMPOND ROAD YORKTOWN HEIGHT NY 10598		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP
<b>Phone:</b> (914) 739-7600	<b>Fax #:</b> 9147377880	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b> RENA BAEZA	<b>Zone/Dist:</b> 05F	<b>Engine #:</b> J35A61441324
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Trans #:</b> BVGA7106224
		<b>Em Type:</b> KA
		<b>RO #:</b> 142260
		<b>Case Type:</b> Technical
		<b>W.O. #:</b>

### Tech Line Suggests

- 9/24/2008 10:59:58 AM      CHRISR
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 PREVIOUS REPAIR DESCRIPTION
  - 4 HOWS FLUID
  - 5 NO SWELLED RUBBER?
  - 6 D/C VSA MOD AND SEE IF STOPS, IF SO MOD SUSPECT IF SAME CK HYDRALICS, BLEED

### Information from Dealer

- BRAKES LOCK UP WHEN DRIVING AFTER BRAKES LOCK UP  
VSA LIGHT COMES ON  
YES  
REPLACED BRAKE PEDAL SWITCH  
OK  
NO  
OK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3179996	CHRISV	08/05/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 25	YAW SENSOR?; CLEAR AND RECK
		ResIn Source: None
		Status: N/A
		Remarks / Requestor:

Date:  
Mileage: 95,137  
FE Status:

<b>Dealer #:</b> <b>Dir Cont:</b> DANNY CHENG <b>Serv Ph:</b> (713) 776-4800 <b>Serv Mgr:</b> KELLY GOLDSBERRY <b>Parts Mgr:</b> GREG DUCKWORTH <b>Dir Name:</b> GILLMAN HONDA 10595 WSAMHOUSTON PK S HOUSTON TX 77099 <b>Phone:</b> (713) 776-4800 <b>DPSM:</b> VERNON SAGE <b>Previous Dealer/Contact</b>	<b>TZ:</b> CST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> (713) 776-7170 <b>Zone/Dist:</b> 03C <b>Date</b>	<b>VIN:</b> 5FNYP18595E <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> LINCOLN <b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61441497 <b>Em Type:</b> KA <b>RO #:</b> 84630 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-L <b>WD:</b> <b>Country:</b> USA <b>Trans #:</b> BVGA7106685
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### Tech Line Suggests

- 8/5/2011 7:13:31 AM CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 DOES IT CLEAR AGAIN
  - 8 CK FREEZE DATA, CLEAR AND RECK. POSS YAW SENSOR

### Information from Dealer

CUSTOMER STATES VSA LIGHT IS ON AGAIN. DTC 25  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: 25]  
 YES  
 CLEARED CODE LAST VISIT  
 NO  
 CAME IN 2K MILES AGO FOR THE SAME ISSUE. CLEARED IT  
 LAST TIME  
 DID NOT CK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2942051	TOMP	12/16/2009	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA DTC 68	GROUND OR BRAKE SW; CHECK G302		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 88,280
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18555E	<b>Err:</b>
<b>Dir Cont:</b> JIMMY BOYD	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (812) 473-6500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> TOM MATTHEWS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MARY GENTRY			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> D-PATRICK HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
4300 DIVISION STREET			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
EVANSVILLE IN 47715			<b>Engine #:</b> J35A61442151	<b>Trans #:</b> BVGA7107854
<b>Phone:</b> (812) 473-6500	<b>Fax #:</b> 8124743152		<b>Em Type:</b> KA	
<b>DPSM:</b> WILLIAM KIRK	<b>Zone/Dist:</b> 04L		<b>RO #:</b> 706194	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

12/16/2009 7:03:49 AM TOMP

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4
- 5 CAN YOU DUPLICATE THE COMPLAINT?
- 6 DONE TROUBLESHOOTING FOR DTC?
  
- 7 BATTERY CONNECTIONS
- 8 VSA GROUNDS; CHECK G302
- 9 BRAKE LIGHT SWITCHES

### Information from Dealer

VSA LIGHT CAME ON AND CUSTOMER SAID BRAKES GRAB HARSHLY. FOUND CODE 61-1 AND 68-1, TIGHTEN LOOSE BATTERY HOLDER AND POS CABLE, CLEARED CODES AND TEST DROVE. AT STOP SIGN VSA LIGHT CAME ON. WITH CODE 68-1

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: 68-1]  
 JIM:  
 YES  
 NO, COMPUTERS DOWN, TOLD TO CALL TO SEE IF KNOWN PROBLEMS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3118530	CHRISR	02/15/2011	LINDSEYA	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA STOPPED CAR @ 10 MPH	MOD?, CK BRK PRESSURE SENSOR DATA	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 75,803
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF185X5E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> GARY MANCUSO	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (407) 323-6100	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DON MILLS		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> COURTESY HONDA 1000 RINEHART ROAD SANFORD FL 32771		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (407) 323-6100	<b>Fax #:</b> 4073021132	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MAURICE NARBONA	<b>Zone/Dist:</b> 07L	<b>Engine #:</b> J35A61442412	<b>Trans #:</b> BVGA7108846
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 223623	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

2/15/2011 12:53:40 PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 MONITOR BRAKE PRESSURE SENSOR DATA SHOULD BE .5V WHEN FOOT OFF BRAKE PEDAL
- 8 IF SENSOR WRONG REPLACE MOD

### Information from Dealer

VSA LIGHT CAME ON 2 TIMES, AND BRAKES LOCKED UP AND SHOT CUSTOMER FOWARD. WAS GOING ABOUT 10 MPH WHEN THIS HAPPENED.  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: BRAKES]  
 N  
 N  
 N  
 HAD A DTC 68  
 OK  
 OK

1/3/2012 9:54:34 AM LINDSEYA

- 9
- 10 WHAT DID YOU DO LAST TIME?
- 11 MONITOR BRAKE PRESSURE SENSOR DATA, SHOULD BE 0.5V WITH FOOT OFF BRAKE PEDAL.
- 12 THAT'S NOT A PROBLEM IN DEGREES PER SECOND. IF TIRES AND WHEELS ARE GOOD, THEN REPLACE THE MODULATOR.

ERIC - I HAVE THIS PILOT DOING THE SAME THING AGAIN. I FOUND THIS REFERENCE NUMBER.  
 I DON'T KNOW.  
 OK. LET ME LOOK AT IT, .488 VOLTS. YAW SENSOR IS GOING 1 TO 0 WITH CAR SITTING STILL.  
 OK. WASN'T SURE.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3292825	JERRYA	06/01/2012	JERRYA	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CDS 25-1,50-1,40-1	GRD?; CK G302, CK F/F DATA		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 118,743
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18585E	<b>Err:</b>
<b>Dir Cont:</b> THOMAS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (479) 646-7344	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> SHAWN PHELAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> TERRY RODEBUSH			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> FLOYD TRAYLOR HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
3200 S. ZERO ST.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
FT. SMITH	AR 72908		<b>Engine #:</b> J35A61442674	<b>Trans #:</b> BVGA7109328
<b>Phone:</b> (479) 646-7344	<b>Fax #:</b> (479) 646-9797		<b>Em Type:</b> KA	
<b>DPSM:</b> RON CRISS	<b>Zone/Dist:</b> 10A		<b>RO #:</b> 143135	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>6/1/2012 7:05:02 AM</b>	<b>JERRYA</b>
1 ORIGINAL COMPLAINT	CUSTOMER STATES VSA LIGHT IS BACK ON AFTER REPLACING SPEED SENSOR
2 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: VSA]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	R/F WSS
6 06/01/12 10:05:16 JERRYA: (CALL FROM DEALER)	NO
7 SET ALL THESE CODES AT THE SAME TIME	TOM;TECH
8 WHEEL BEARING?	WHEN WE GET IT THERE ALL PRESENT AT THE SAME TIME,
9 I WOULD CK THE VSA GRDS AND ESPECIALLY G302	I ALSO GOT A ROARONG NSE IN THE R/F WHEEL
10 CH THE F/F DATA FOR ANY UNUSUAL DATA ESPECIALLY SYSTEM VOLTAGE	I THINK SO
	OK
	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2712591	VLADC	10/27/2008	GREGN	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 68-1, VEH STOP ON ITS OWN	CAN'T DUPL;CUSTOMER DEMO, SNAP, RELAY?		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 49,075
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYF18555E	<b>Err:</b>
<b>Dir Cont:</b> RICHARD CARY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (256) 355-3636	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> WILLIAM LOVE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN MCCLESKEY			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA OF DECATUR			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
735 BELTLINE ROAD S.W.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
DECATUR AL 35601			<b>Engine #:</b> J35A61443240	<b>Trans #:</b> BVGA7110308
<b>Phone:</b> (256) 355-3636	<b>Fax #:</b> 2562602100		<b>Em Type:</b> KA	
<b>DPSM:</b> VAN CROCKER	<b>Zone/Dist:</b> 07C		<b>RO #:</b> 189931	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

10/27/2008 2:52:31 PM VLADC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 DUPL
- 5 CONDITIONS BEFORE INCIDENT
- 6 WERE THEY ON THE BRAKE WHEN PROB HAPPENED
- 7 CAME TO COMPLETE STOP
- 8 DID IT RELEASE ON ITS OWN TOO
- 9 CHK FOR BLUED ROTORS
- 10 ADVISE ABOUT 2 FOOT DRIVIND

1/5/2009 2:00:40 PM GREGN

- 11
- 12 HAVE CUSTOMER DEMONSTRATE...POSSIBLY TALKING ABOUT A L/U SURGE...
- 13 GET A SNAP SHOT
- 14 COIL RELAY? M/R?

### Information from Dealer

CUSTOMER STATES DRIVING 35 MPH VEHICLE CAME TO A SUDDEN STOP ON ITS OWN.CUSTOMER IS NOT APPLYING BRAKES. STOPS SO SUDDENLY, CUSTOMER HIT HEAD ON DASH.

NO

DTC 68-1, BRK SW FAILURE C/S IT STOPPED ABRUPTLY ON ITS OWN

NO

34-40 CRUISE, ABS/TCS LITE ON AND JUST STOPPED ON IT'S OWN

?

YES

CYCLED KEY AND EVERYTHING NORMAL

\*ROTORS ARE OK

\*NOT THE CASE

SEE ABOVE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3001767	TOMP	05/03/2010	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA APPLIES BRAKES W/DRIVING	FAULTY VSA INPUT OR MODLILATOR; SEND HISPEED SNAP		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 82,605
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18575E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JOHN ONEIL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (610) 495-7076	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> LARRY LILLEY			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BRIAN MAUGER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> PIAZZA HONDA OF POTTSTOWN			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
629 NORTH LEWIS ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
LIMERICK PA 19468			<b>Engine #:</b> J35A61443903	<b>Trans #:</b> BVGA7111153
<b>Phone:</b> (610) 495-7076	<b>Fax #:</b> 6104951073		<b>Em Type:</b> KA	
<b>DPSM:</b> TURK MCFADDEN	<b>Zone/Dist:</b> 05H		<b>RO #:</b> 127106	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 5/3/2010 6:18:28 AM TOMP
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 CAN YOU DUPLICATE THE COMPLAINT?
  - 6 WHEN DID PROBLEM START?
  - 7 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?
  - 8 ANY DTCs?
  - 9
  - 10 DTC TODAY?
  - 11 DOES BRAKE INPUT SHOW ON WHEN PROBLEM OCCURS?
  - 12 WHEEL SPEED SENSOR INPUTS?
  - 13 CHECK POWER AND GROUND SYSTEMS, CHECK G302
  - 14 TAKE/SEND HIGH SPEED SNAP SHOT
  - 15 SWAP KG VSA MODULATOR.

### Information from Dealer

BRAKES APPLY WITHOUT DRIVER INPUT.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA]

JOHN:  
 YES  
 RECENTLY  
 NONE  
 DTC 68  
 I REPLACED THE BRAKE SWITCH FOR THAT FRIDAY.  
 68  
 NO

ALL WITHIN 1 MPH.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3189043	STEVEN	08/29/2011	RUDYG	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA ACTIVATES ON TURNS	WHLS?; SWAP K/G	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 77,072
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18515E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> WILLIAM	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (815) 439-2222	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> KEVIN STRATTON		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ED RANDA		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> THE HONDA SUPERSTORE OF JOLIET 3225 PLAINFIELD ROAD JOLIET IL 60435		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (815) 439-2222	<b>Fax #:</b> 8154392380	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> WILLIAM MCKEE	<b>Zone/Dist:</b> 08D	<b>Engine #:</b> J35A61444178	<b>Trans #:</b> BVGA7110654
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 396081	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

8/29/2011 3:55:48 PM STEVEN

1 ORIGINAL COMPLAINT

WHILE DRIVING AND MAKING RIGHT OR LEFT HAND TURNS THE VSA INDICATOR FLASHES AND YOU CAN FEEL THE VSA WORKING BUT I HAVE NO STORED DTC'S. THE RIGHT AND LEFT REAR SPEED SENSORS DONT MATCH THE FRONT WHEEL SPEEDS WHEN TURNING ITS MORE THAN 6 MILES PER HOUR DIFFERENCE.

2 ISIS SEARCH CRITERIA

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: VSA]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

YES

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

NO

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

NONE

6 SO THE REAR WHEEL SPEEDS ARE NOT EVEN

NO

7 TAKE THE BIGGEST SOCKET YOU CAN FILL IN A WHEEL SPEED SENSOR HOLE AND MARK THE DEPTH, COMPARE THAT TO THE OTHER SIDE.

8 IF ONE SEEMS MUCH DEEPER THAN THE OTHER REPLACE THAT KNUCKLE, BUT ITS STILL ODD THIS VEHICLE WOULD START THIS AFTER 77K MILES

IT WAS RECENTLY IN AN ACCIDENT

9 MAKES SENSE THEN

9/9/2011 11:39:59 AM TROY

10

I ISPECTED THE SENSORS AND THEY LOOK OK I CHECKED THE DEPTH AND THEY ARE VERY CLOSE DROPPED THE SUB FRAME TO REPLACE THE TOW HOOKS

11 WHAT WAS DONE FROM ACCIDENT

12 TAKE SNAP SHOT AND SEND IN

9/9/2011 1:25:15 PM RUDYG

13 09/9/2011 01:27:23 PM RUDYG

(WILLIAM)

14 ARE YOU SURE LEFT AND RIGHT ARE NOT CROSSED?

YES, REPL'D BOTH REAR SENSORS AND STILL DOING IT

15 SWAPPED K/G WHLS

NO

16 LETS DO THAT FIRST

REALLY?

17 YES, NEED TO ELIMINATE TIRES AS POSSIBILITY

OK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3297778	DAVIDK	06/14/2012	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 66-1 MULT X	MODULATOR?; REPLACE		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 103,145
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18625E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ROY BUCKNER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (410) 461-5000	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JERRY FURR		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BOB SHORTT		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> O'DONNELL HONDA		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
8620 BALTIMORE NATL PK		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ELLCOTT CITY MD 21043		<b>Engine #:</b> J35A61444365	<b>Trans #:</b> BVGA7111987
<b>Phone:</b> (410) 461-5000	<b>Fax #:</b> (410) 869-1206	<b>Em Type:</b> KA	
<b>DPSM:</b> BILL	<b>Zone/Dist:</b> 06F	<b>RO #:</b> 170142	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

6/14/2012 11:40:38 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CK FOR BRAKE DRAGE
- 8 PER S/M DIAG REPALCE MODULATOR.

### Information from Dealer

66-1  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ALL SUBJECTS][KEYWORD: 66-1]  
 Y  
 PADS AND CALIPER  
 PADS AND CALIPERS. PROBELM WAS THERE BEFORE  
 ABS CODE 66-1 RETUNRES AFTER TEST DRIVE.  
 NO BRAKE DRAG

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2482482	KENE	10/31/2007	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA LIGHT ON NO CODE	TECH DID NOT DO MEMORIZATION; PERFORM		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 22,870
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18585E	<b>Err:</b>
<b>Dir Cont:</b> CRAIG JENNINGS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (203) 877-2888	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> CRAIG JENNINGS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DENNIS DESAUTELS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> COURTNEY HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
767 BRIDGEPORT AVENUE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MILFORD CT 06460			<b>Engine #:</b> J35A61444616	<b>Trans #:</b> BVGA7112633
<b>Phone:</b> (203) 877-2888	<b>Fax #:</b> (203) 874-6714		<b>Em Type:</b> KA	
<b>DPSM:</b> BARRY ZOLL	<b>Zone/Dist:</b> 09E		<b>RO #:</b> 155505	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

10/31/2007 1:05:41 PM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CODE
- 4 DID YOU DO THE MEMORIZATION
- 5 FOLLOW SERVICE MANUAL

### Information from Dealer

VSA ACTIVATION LIGHT STAYS ON AFTER CONTROL UNIT REPLACEMENT  
 NO  
 NO  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2788308	RUDYG	03/11/2009	PAULI	9

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA ACTIVATES BY SELF	4/3: REPLACED VSA MODULATOR		
		<b>Resin Source:</b>	Spoke w/ Dealer	<b>Date:</b> 04/03/2009
		<b>Status:</b>	P HMA	<b>Mileage:</b> 58,181
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 5FNYP18585E	<b>Err:</b>
<b>Dir Cont:</b>	RAYMOND YUAN	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(561) 966-5000	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	SEAN MCCARTHY			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>				<b>Fact:</b>	LINCOLN
<b>Dir Name:</b>	BRAMAN HONDA OF PALM BEACH 5200 LAKE WORTH ROAD GREENACRES FL 33463			<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
<b>Phone:</b>	(561) 966-5000	<b>Fax #:</b>	5619665177	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b>	OPEN POSITION	<b>Zone/Dist:</b>	07M	<b>Engine #:</b>	J35A61445134
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA
				<b>RO #:</b>	964612
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	
				<b>Trans #:</b>	BVGA7113445

**Tech Line Suggests**

**Information from Dealer**

3/11/2009 12:33:13 PM	RUDYG	
1 ORIGINAL COMPLAINT		C/S 2 TIMES IN THE LAST FEW DAYS BRAKES HAVE APPLIED BY THEMSELVES. TEST DROVE 10 MILES CANNOT DUPLICATE
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 ANY WORK DONE RECENTLY?		WAS IN A MONTH OR TWO AGO WITH SAME COMPLAINT. COULD NOT DUPLICATE THAT TIME EITHER BUT I REPLACED THE BRAKE LIGHT SWITCH
4 MISMATCHED TIRES?		NOT SURE, LET ME CK...HE HAS ONE DIFF TIRE ON LF
5 SAME SIZE?		YES
6 USE HDS AND CK WHL SPEEDS IN A STRAIGHT LINE. MAKE SURE THEY ALL READ THE SAME. IF NO, SWAP K/G WHEELS AND RECHECK		OK
7 IF NOW OK, REC TIRES		OK
8 IF STILL NOT OK, WE WILL NEED TO CK WHL SENSORS		OK
9 LASTLY CK REAR SPEED SENSOR CONNECTORS, MAKE SURE THEY ARE NOT CROSSED. IF OK HERE I WANT YOU TO REPL MODULATOR		OK
10 REFER TO DPSM FOR THIS, HAVE HIM CALL US IF HE WANTS ADDITIONAL INFO		OK
11 (WE WANT MODULATOR IF REPLACED)		
3/11/2009 2:55:18 PM	PAULI	
12 WILL MONIT VIN FOR PAID CLAIM		
4/2/2009 10:07:36 AM	PAULI	
13 207487 RO Date: 2009-03-11 Claim Number: 964612		
14 Parts: 240.45 Labor: 92.28 Sublet: 0.00 Total: 612.81		R&R
15		57110-S9V-A61 MODULATOR ASSY., VSA
16 WILL P/U		
4/2/2009 10:46:26 AM	PAULI	
17 FAXED SHIP REQUEST		
4/2/2009 1:29:02 PM	PAULI	
18		E/M FROM JENNIE
19		SENT PER A/B 7964 8559 3235
4/3/2009 11:29:09 AM	RUDYG	
20 04/3/2009 11:29:42 AM RUDYG(CALLED DLR)		(ALEX SERV MGR)
21 CALLING TO SEE IF ANY MORE VSA COMPLAINTS ON THIS VEHICLE SINCE MODULATOR REPLACED		NO, THAT WAS THE LAST REPAIR AND NO CUST COMPLAINTS
22 THANKS FOR INFO		OK
23 (RECEIVED MODULATOR, PEND TO JOHN HALL VIA E MAIL)		
4/3/2009 1:08:52 PM	PAULI	
24 VSA MOD RCVD--FRWD>RUDY		
4/14/2009 4:18:56 PM	PAULI	
25 VSA FRWD>HMA, BILL KELLEY		A/B 636073119840

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2765158	CHRISV	01/28/2009	RAYD	3

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 16-1 61-1 66-1 68-1 112-1	MODULATOR;REPLACE MODULATOR
		Resin Source: None
		Status: N/A
		Remarks / Requestor:

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18525E
<b>Dir Cont:</b> STEVE FORBES	<b>Training %:</b>	<b>Year:</b> 2,005
<b>Serv Ph:</b> (813) 935-8585	<b>Extn:</b>	<b>Tran:</b> 5AT
<b>Serv Mgr:</b> JEFFREY KING		<b>Doors:</b> 5DR
<b>Parts Mgr:</b>		<b>Fact:</b> LINCOLN
<b>Dir Name:</b> TAMPA HONDA LAND 11000 NO. FLORIDA AVE. TAMPA FL 33612		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
<b>Phone:</b> (813) 935-8585	<b>Fax #:</b> 8139352488	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b> DONALD LOGAN	<b>Zone/Dist:</b> 07K	<b>Engine #:</b> J35A61447834
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Trans #:</b> BVGA7118227
		<b>Em Type:</b> KA
		<b>RO #:</b> 70723
		<b>Case Type:</b> Technical
		<b>W.O. #:</b>

Tech Line Suggests	Information from Dealer
1/28/2009 6:22:30 AM CHRISV	
1 ORIGINAL COMPLAINT	CUSTOMER STATES GROWLING/RUMMING NOISE AND VSA LIGHT IS ON MULTI CODES IN SYSTEM
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 WHATS CODES	16-1 61-1 66-1 68-1 112-1
4 DO THE CODES CLEAR	YES
5 HOW OFTEN DOES THIS HAPPEN FOR THE CUST	INT HE SAID
6 NEED TO DUP AND TAKE A SNAP SHOT	
3/11/2011 11:11:02 AM GREGN	
7	(FAUSTO) BRAKES LOCK AT LOW VSA DTC 68
8 CURRENT MILEAGE	80277
9 TRANSFER	
3/11/2011 11:18:29 AM RAYD	
10	FAUSTO D306455;
11 REPLACE THE MODULATOR;	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2463932	KEITHC	10/08/2007	RAYD	5

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODS ON TURNS	L/R WHEEL SPEED SENSOR?;GAVE CHECKS		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 51,546
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18515E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JASON LIEDTKE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (319) 393-5700	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> PAUL THULIN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> PAUL THULIN		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> RANDY KUEHL HONDA CARS 4425 CTR.POINT RD.N.E. CEDAR RAPIDS IA 52402		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> J35A61447874	<b>Trans #:</b> BVGA7118248
<b>Phone:</b> (319) 393-5700	<b>Fax #:</b> 3198321250	<b>Em Type:</b> KA	
<b>DPSM:</b> JOSHUA WHITNEY	<b>Zone/Dist:</b> 08L	<b>RO #:</b> 87133	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

10/8/2007 7:01:06 AM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CODES
- 4 INSPECT BRAKE SWITCH
- 5 INSPECT SENSORS, PULSERS
- 6 POSS MODULATOR

### Information from Dealer

WHEN TURNING LEFT AND COMING TO A STOP ABS GRUNTS,SOMETIMES VEHICLE HAS LITTLE POWER AND THE TCS LIGHT FLASHES  
NO  
68-1  
CKS GOOD

10/9/2007 7:45:30 AM DAVEM

- 7 [[[ CHANGED CC FROM 4220 TCS, TO 4230 VSA ]]]
- 8 DID YOU CHK TO SEE IF THE RR SNSR'S CNNCTRS WERE CROSSED OR G302 WAS LOOSE?
- 9 LET'S CHK THOSE. GET A HIGH SPEED SNAP AFTER THAT AND CB AND ASK FOR RD

ABOVE ALL CHECKS OK  
I DID NOT  
OK

10/9/2007 9:44:35 AM RAYD

- 10 CALL BACK TO JASON'S CELL , DID YOU SEND A SNAPSHOT?
- 11 ITS NOT HERE, I WILL HAVE TO GO FIND OUT WHAT HAPPENED TO IT.

YES  
319.350.5672

10/9/2007 1:00:54 PM RAYD

- 12 CALL BACK TO DEALER;THE LEFT REAR WHEEL SPEED SENSOR SEEMS TO BE DROPPING OFF. CHECK THE REAR AXLE, MAKE SURE IT DOESNT MOVE Laterally TOO MUCH, (PRY BAR), CHECK THE SENSOR GAP, COMPARE TO OTHERS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2815478	TOMP	05/05/2009	TOMP	1

Code	Original Complaint	Probable Cause/Solution
P 4170	UNINTENDED BRAKING	VSA MODULATOR FAULTY; REPLACEMENT
		Resin Source: None                      Date:
		Status: N/A                                  Mileage: 60,115
		Remarks / Requestor:                      FE Status:

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18575E	<b>Err:</b>
<b>Dir Cont:</b> TIMOTHY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (252) 247-2488	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> WAYNE STYRON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT HOWARD			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> PARKER HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
5327 HIGHWAY 70 WEST			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MOREHEAD CITY NC 28557			<b>Engine #:</b> J35A61448014	<b>Trans #:</b> BVGA7118304
<b>Phone:</b> (252) 247-2488	<b>Fax #:</b> 2522475348		<b>Em Type:</b> KA	
<b>DPSM:</b> ELIZABETH CLOGG	<b>Zone/Dist:</b> 06M		<b>RO #:</b> 25634	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>5/5/2009 12:21:08 PM TOMP</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3</p> <p>4 CAN YOU DUPLICATE THE COMPLAINT?</p> <p>5 ARE BRAKE ROTORS DISCOLORED?</p> <p>6 REFER TO DSM; REPLACE VSA MODULATOR.</p> <p>7 IF DSM HAS ANY QUESTIONS HAVE HIM CALL ME.</p>	<p>BRAKES WILL LOCK UP WHEN DRIVING INTERMEDITLY HAS HAPPENED SEVERAL TIMES VSA LIGHT COMES ON HAS TOCYCLE KEY TO UNLOCK BRAKES</p> <p>NO</p> <p>TIM</p> <p>NO</p> <p>NO NOT DISCOLORED.</p>
--	--

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2713006	PETERB	10/28/2008	CHRISV	5

Code	Original Complaint	Probable Cause/Solution	Resln Source:	Date:
P 4170	BRAKE PRFRMC, DRAG	VSA?; NEED TO DUP AND TAKE A SNAP SHOT	None	
P0462	FUEL LEVEL SNSR			
U0155	F-CAN MALF(GAUGE CNTRL MOD)			
U0114	F-CAN MALF (VTM4-PCM)		N/A	Mileage: 62,307
Remarks / Requestor:			FE Status:	

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF186X5E	<b>Err:</b>
<b>Dir Cont:</b> MARK JOHNSON	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (252) 355-2500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> STEPHEN HEDGEPEETH			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DALTON NOBLES			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BOB BARBOUR HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
3300 S. MEMORIAL DRIVE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
GREENVILLE NC 27834			<b>Engine #:</b> J35A61448456	<b>Trans #:</b> BVGA7119155
<b>Phone:</b> (252) 355-2500	<b>Fax #:</b> 2527561178		<b>Em Type:</b> KA	
<b>DPSM:</b> ELIZABETH CLOGG	<b>Zone/Dist:</b> 06M		<b>RO #:</b> 203283	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	



**Tech Line Suggests****Information from Dealer**

<p>10/28/2008 10:19:36 AM PETERB</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 PREVIOUS REPAIR DESCRIPTION</p> <p>4 LET ME RESEARCH THESE CODES AND CALL YOU BACK</p> <p>5 CALL BACK</p> <p>6 INSPECT G302, C306, C601</p>	<p>C/S VEHICLE MADE GRINDING SOUND, BRAKES ENGAGED AND VEHICLE LURCHES, NO WARNING LIGHTS. PULLED CODESU0114,U0155,P0462,87-32,86-1,15,17,36. FOLLOWED D TC TROUBLESHOOTING FOR U0114 ERASED CODES, DROVE. NO CODES RETURNED ORIGINAL COMPLAINT HAS NOT HAPPENED DURING TEST DRIVE. DRIVEING CONDITIONS STEADYSPEED CURISEING ON HIGHWAY 40-50 YES</p> <p>SAME COMPLAINT COUPLE MONTHS BACK, TEST DROVE, NO PROBLEM FOUND, NO CODES. HAPPENED ON HIGHWAY OFF RAMP</p> <p>CELL 252)531-9561 MARK</p> <p>MARK</p> <p>*ALL GOOD</p>
<p>10/28/2008 12:40:17 PM GREGN</p> <p>7</p> <p>8 CK C203</p> <p>9 TRY M/R #2</p>	<p>SEE ABOVE</p> <p>*I FOUND A TRAILOR BREAK-OUT BOX SPLICED NEAR C203</p>
<p>10/28/2008 1:23:18 PM GREGN</p> <p>10</p> <p>11 REMOVE THE WIRING AND RETEST</p>	<p>SEE ABOVE</p>
<p>12/3/2008 7:49:28 AM CHRISV</p> <p>12</p> <p>13 CAN YOU DUP</p> <p>14 IS THERE A INDI FLASHING WHEN IT HAPPENS</p> <p>15 ANY CODES</p> <p>16 ARE THE WHEELS LOCKING UP OR IS IT ACTING LIKE THE VSA IS KICKING ON</p> <p>17 IS IT SNOWING OR RAINING THERE</p> <p>18 HOW COLD IS IT THERE</p> <p>19 NEED TO DUP AND TAKE A SNAP SHOT OF THE VSA</p>	<p>CAR IS BACK AND THE CUST SAYS THE BRAKES A LOCKING UP AND MAKING A GRINDING NS</p> <p>NO</p> <p>CUST SAYS THEY DID NOT SEE ANYTHING</p> <p>NO</p> <p>NOT SURE</p> <p>NO</p> <p>IN THE 40'S</p>

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2997840	DAVEM	04/22/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	BRAKE PRFRMC, DRAG	UNKNOWN, DLR CNNT VRFY; DPSM EVAL	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 67,214
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18515E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> KENNETH	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (617) 381-9000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> STEPHEN WHALEN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MANUEL AIRES			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA CARS OF BOSTON 100 BROADWAY EVERETT MA 02149			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (617) 381-9000	<b>Fax #:</b> 6173899267		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> CHERYL COTTER	<b>Zone/Dist:</b> 09G		<b>Engine #:</b> J35A61449227	<b>Trans #:</b> BVGA7120502
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 253937	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

4/22/2010 6:54:38 AM DAVEM

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4
  
- 5 GRADUAL OR SUDDEN STOPPING?
- 6 SO APPLY LIKE THE CUST NEEDS TO KEEP APPLING MORE THROTTLE?
- 7 CAR COME TO A COMPLET STOP?
- 8 DRIVEING CONDITIONS?
- 9 WHAT DO THEY DO TO GET UNDERWAY AGAIN? LET IT SIT FOR FEW HOURS OR THEY CAN GO RIGHT?
- 10 ROTORS BLUED?
- 11 SMELLS?
- 12 BRAKE INSPECTION?
- 13 CONTAM?
- 14 CODES?
- 15 ANY KIND OF INDICATOR COMES ON?
- 16 PRVS CRASH DMG/REPAIRS?
- 17 FAXED KB 3764> VRFY OR HAVE CUST DEMO> DPSM EVAL FOR NEXT STEP

### Information from Dealer

CUSTOMER STATES BRAKES WILL APPLY BY THEMSELVES INTERMITTENTLY. CHECKED ALL VEHICLE SYSTEMS AND MECHANICAL SYSTEMS AND DID NOT DETERMINE ANY ISSUES. ROAD TEST ALSO WITH NO ISSUES.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: BRAKES]  
[KEYWORD: ]

THE CUST STATES THAT INTERM THE CAR WILL JUST START TO APPLY THE BRAKES, SLOW AND THE CAR WON'T MOVE. CUST STATES IT HAPPENED 2X IN THE LAST MONTH I THINK GRADUAL

YES

YES

?

?

NO

?

EVERYTHING MOVES FREE AND DROVE IT 9MILES, ALL OK

?

NONE

NOT THAT I'M AWARE OF

NOT THAT I'M AWARE OF

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3157093	DAVIDK	06/03/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATING 33-1 38-1	<p>BRAKE S/W?; UNABLE TO REPRODUCE</p> <p><b>Resin Source:</b> None                      <b>Date:</b></p> <p><b>Status:</b> N/A                                 <b>Mileage:</b> 101,475</p> <p><b>Remarks / Requestor:</b>                      <b>FE Status:</b></p>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18575E	<b>Err:</b>
<b>Dir Cont:</b> JOSE BRAVO	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 774-760-0500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RICHARD MURRAY			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JONATHAN WHITE			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HERB CHAMBERS HONDA OF WESTBOROUGH 350 TURNPIKE ROAD WESTBOROUGH MA 01581			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (774) 760-0500	<b>Fax #:</b> (774) 760-0520		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> DAN ENDERLE	<b>Zone/Dist:</b> 09F		<b>Engine #:</b> J35A61449626	<b>Trans #:</b> BVGA7121113
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 249104	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 6/3/2011 10:50:40 AM DAVIDK
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 CRASH
  - 8 ALIGNMENT WORK
  - 9 SET HDS UP FOR SNAP SHOT THEN TEST DRIVE CAR. RECORDED WHEN IT ACTIVATES. IF YOU CAN NOT GET IT TO ACTIVATE GET SNAP SHOT OF YOU GOING STRIGHT THEN MAKE A TURN. WE MAY NOT FIND ANYTHING BUT LETS LOOK ANYWAY. WOULD NOT BE A BAD IDEA TO REPALCE BRAKE S/W

### Information from Dealer

C/S THE VEHICLE IS DANGEROUS TO DRIV. ON OCCASSIONTHE VSA LIGHT WILL FLASH AND THE BRAKES WILL LOCK UPWITH NO DRIVER INPUT.  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: BRAKES]  
 N  
 66-1 68-1 CODES CLEARED  
 N  
 DID NOT HAPPEN TO ME.  
 NOT THAT I CAN FIND.  
 UNKNOWN

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3180894	RUDYG	08/08/2011	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 4230	C/S VSA ACTIVATES BY SELF	CAN'T DUPLICATE?; REC REPL VSA MODULATOR		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 81,744
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18525E	<b>Err:</b>
<b>Dlr Cont:</b> RENE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (508) 778-7878	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RENE DANSEREAU		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID EDGEHILL		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> HYANNIS HONDA 830 WEST MAIN STREET HYANNIS MA 02601		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (508) 778-7878	<b>Fax #:</b> (508) 775-4532	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> BARRY ZOLL	<b>Zone/Dist:</b> 09E	<b>Engine #:</b> J35A61451838	<b>Trans #:</b> BVGA7124523
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 405715	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

8/8/2011 2:14:55 PM RUDYG

1 ORIGINAL COMPLAINT

CUSTOMER STATED THAT WHILE SHE WAS DRIVING THE BRAKES LOCKED UP VSA LIGHT COME ON AND HAD TO PULL OVER. THEN CAR REPAIRED ITSELF AND CUSTOMER DROVE OFF. THIS PROBLEM HAPPEN TWICE TOO THIS CUSTOMER HUSBAND AND CUSTOMER VERY SERIOUS ABOUT HAVING THIS PROBLEM RETURN. I WAS NOT ABLE TO DUPLICATE PROBLEM HAPPEN 40-45 MPH.. CUSTIMER STATED SHE HD NOT PUT THE BRAKES ON WHEN THIS HAPPEN..

2 ISIS SEARCH CRITERIA

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: VSA]

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

NO

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

NOT YET

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

ALLSTOCK

6 FOR YOU WORKS NORMALLY?

MULTIPLE PEOPLE HERE HAVE DRIVEN IT AND NO SYMPTOMS. COMBINED ABOUT 30 MILES

7 CUST ORIG CUST?

YES

8 ANY RECENT WORK DONE

HAD 68-1 CODE, AND WE REPLACED BRAKE SW ON THIS VISIT. LAST WORK DONE WAS FRONT BRAKES IN MARCH AND BATT DONE IN MAY.

9 NO HIST OF ABS WHL SPEED CODES?

NONE

10 EDUCATE CUST ABOUT TURNING OFF VSA AND SEE IF STILL DOES IT

SHE CLAIMS THE 2ND TIME IT HAPPENED THEY HAD THE VSA OFF. VSA LIGHT WAS ON AND IT STILL DID IT

11 POSS WHL SPEED INPUT OR MODULATOR. IF NO WHL CODES FOR YOU I WOULD DO MODULATOR FIRST

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2419811	KEITHC	08/13/2007	KEITHC	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA ACTIVATES	CK G302	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 31,337
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18695E	<b>Err:</b>
<b>Dir Cont:</b> CHRISTOPHER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (703) 368-9100	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MICHAEL CLANCY		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> PAUL REEVES		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> JOYCE KOONS HONDA 7105 SUDLEY ROAD MANASSAS VA 20109		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (703) 368-9100	<b>Fax #:</b> (703) 365-7161	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> TOM ZUIDEMA	<b>Zone/Dist:</b> 06D	<b>Engine #:</b> J35A61452214	<b>Trans #:</b> BVGA7125249
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 590223	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

8/13/2007 6:58:50 AM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CODES
- 4 CAN YOU DUP
- 5 REPAIR HISTORY
- 6 CK G302

### Information from Dealer

VSA AND TRACTION LIGHT COME ON. HAVE EXPERIENCED TRACTION CONTROL TO ACTIVATE WHILE DRIVING NORMALLY DOWN THE ROAD. HAVE EXPERIENCED ABS TO ACTIVATE WHILE NORMAL BRAKING. NO DTC'S - HAVE NOT BEEN ABLE TO DUPLICATE EITHER CONCERN.

NO  
NO  
NO  
NONE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2513945	JOHNB	12/14/2007	DAVIDK	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 28	WILL NOT RESET;GV CHKS AT SENSOR;GRN/RED		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 26,671
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 5FNYF18595E	<b>Err:</b>
<b>Dir Cont:</b> ALEX OBERO	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (408) 249-1811	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DAVID MORRONE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CHARLES WAY			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA OF STEVENS CREEK 4590 STEVENS CREEK BL. SAN JOSE CA 95129			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (408) 249-1811	<b>Fax #:</b> 4082470506		<b>Engine #:</b> J35A61452742	<b>Trans #:</b> BVGA7126581
<b>DPSM:</b> OPEN POSITION	<b>Zone/Dist:</b> 12F		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 173122	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>12/14/2007 11:02:41 AM</b>	<b>JOHNB</b>
1 ORIGINAL COMPLAINT	CUSTOMER STATES TPMS LIGHT ON(RIGHT FRONT LOW PRESSURE) AND VSA LIGHT ON INTERMITTENTLY. RETRIEVED VSA DTC AND FOUND 28-1, LONGITUDINAL ACCELERATION SENSOR FAILURE. ADJUSTED ALL TIRE PRESSURE TO SPEC. CLEARED VSA DTC AND ROAD TESTED VEHICLE AROUND CORNERS SEVERAL TIMES. NO DTC STORED AT THIS TIME.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	VSA HAS INTERMITTENT VSA CODE 28; CODE WILL NOT RESET; NO VSA FAULTS AT THIS TIME
4 POSS LONGITUDE ACCELERATION SENSOR, OR CIRCUIT ISSUE IN THE GRN/RED (GLONG); INSPECT	ALSO TPMS HAS LOW PSI CODES; TIRES ARE LOW, REFILLED AND NOW OK
<b>12/14/2007 1:48:01 PM</b>	<b>DAVIDK</b>
5	GRN/RED GOOD END TO END. AFTER CKING WIRES AND CKING CONNECTIONS THE PROBELM WENT AWAY. NOW WHAT
6 TEST DRIVE. POSS SOFT SET CONNECTIONS.	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2570193	GARYR	03/06/2008	GARYR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE 25 INTERMIT	CHK G302, CHK YAW WITH HDS, WIGGLE CONN	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 39,469
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF185X5E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> IVAN SANDINO	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 954-742-5227	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ALEXANDER ALMEIDA		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT BUTTON		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (954) 742-5227	<b>Fax #:</b> (954) 364-3297	<b>Engine #:</b> J35A61452924	<b>Trans #:</b> BVGA7126697
<b>DPSM:</b> OPEN POSITION	<b>Zone/Dist:</b> 07M	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 426873	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 3/6/2008 2:50:18 PM GARYR
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 CHK G302 MONITOR YAW WITH THE HDS AND WIGGLE WIRES AT SENOR AND VSA C/U

### Information from Dealer

CUSTOMER STATES THAT BOTH THE VSA AND THE TRIANGLEWARNING SIGN STAY ON AT ALL TIMES.  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2559619	LANCEK	02/20/2008	LANCEK	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 66-1	MODULATOR; EXERCISE ABS AND BLEED AS PER SM
		Resln Source: None      Date:
		Status: N/A      Mileage: 42,681
		Remarks / Requestor:      FE Status:

<b>Dealer #:</b> <b>Dir Cont:</b> KENNETH RUSH <b>Serv Ph:</b> (717) 848-2600 <b>Serv Mgr:</b> GARY NOLL <b>Parts Mgr:</b> PAUL BEAUDUY <b>Dir Name:</b> APPLE HONDA 1212 LOUCKS ROAD YORK PA 17404 <b>Phone:</b> (717) 848-2600 <b>DPSM:</b> WALTER <b>Previous Dealer/Contact</b>	<b>TZ:</b> EST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> (717) 845-6505 <b>Zone/Dist:</b> 05M <b>Date</b>	<b>VIN:</b> 5FNYF18675B [REDACTED] <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> LINCOLN <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61453648 <b>Trans #:</b> BVGA7127884 <b>Em Type:</b> KA <b>RO #:</b> 60764 <b>Case Type:</b> Technical <b>W.O. #:</b>
		<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-LRES <b>WD:</b> <b>Country:</b> USA

### Tech Line Suggests

2/20/2008 1:18:08 PM LANCEK

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
  
- 4 EXERCISE ABS AND BLEED AS PER SM

### Information from Dealer

VSA LIGHT IS ON AND THE BRAKES LOCK UP INTERMITTENTLY. CODE 66-1. WHEN PERFORMING THE VSA SENSOR NEUTRAL POSITION MEMORIZATION PROCEDURE IN THE DIAG CHART VSA AND LIGHTS DID NOT TURN OFF AS DIRECTED. IS THIS AN INTERNAL FAILURE OF THE ABS, VSA MODULATOR?  
 NO  
 REPLACED THE MODULATOR, JUST WANTED TO MAKE SURE I'M BLEEDING IT CORRECTLY



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2878051	KENE	08/07/2009	CHRISR	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 66-1	MOD; INPUTS OK>REPLACE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 70,532
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18675E	<b>Err:</b>
<b>Dir Cont:</b> JUSTIN SPAIN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (919) 322-1000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> CHARLES PRIER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KENNETH WESTBROOK			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> LEITH HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
3940 CAPITAL HILLS DR			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
RALEIGH NC 27616			<b>Engine #:</b> J35A61456097	<b>Trans #:</b> BVGA7131690
<b>Phone:</b> (919) 876-5432	<b>Fax #:</b> 9198500412		<b>Em Type:</b> KA	
<b>DPSM:</b> SCOTT MUDLIN	<b>Zone/Dist:</b> 06L		<b>RO #:</b> 137867	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

8/7/2009 6:25:50 AM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CONTAMINATION
- 4 CONTAMINATION !!!!!
- 5 HOW MANY TIMES HAS IT HAPPENED
- 6 CHECK DATA LIST FOR PRESSURE SENSOR

8/7/2009 10:24:33 AM CHRISR

- 7
- 8 POSSIBLE MODULATOR THEN, IT LOOKSLIKE OTHER DATA OK

### Information from Dealer

CUST STATES, BRAKES LOCKED UP THIS A.M. AND VEHICLE CAME TO A STOP. STORED CODE 66-1 FOR VSA PSI SWITCH FAILURE. INTERMITTENT FAILURE CUST SAID IT HASNT HAPPENED IN ABOUT 4 WEEKS.

NO  
FLUID LOOKS OK  
NO  
DID NOT SAY

THE BRK PRESS SW V WAS .5 OFF PEDAL AND WENT UP TO 2.20 WITH SOME ADDED  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2377029	STEVEN	06/19/2007	STEVEN	3

Code	Original Complaint	Probable Cause/Solution												
P 4230	VSA CODE 54-1, 84-1	7/9: REPLACE THE VSA MODULATOR												
		<table style="width: 100%;"> <tr> <td><b>Resln Source:</b></td> <td>Feedback forms</td> <td><b>Date:</b></td> <td>07/09/2007</td> </tr> <tr> <td><b>Status:</b></td> <td>N/A</td> <td><b>Mileage:</b></td> <td>25,629</td> </tr> <tr> <td><b>Remarks / Requestor:</b></td> <td></td> <td><b>FE Status:</b></td> <td></td> </tr> </table>	<b>Resln Source:</b>	Feedback forms	<b>Date:</b>	07/09/2007	<b>Status:</b>	N/A	<b>Mileage:</b>	25,629	<b>Remarks / Requestor:</b>		<b>FE Status:</b>	
<b>Resln Source:</b>	Feedback forms	<b>Date:</b>	07/09/2007											
<b>Status:</b>	N/A	<b>Mileage:</b>	25,629											
<b>Remarks / Requestor:</b>		<b>FE Status:</b>												

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18555B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> KARIM GONZALEZ	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (305) 266-9900	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ALEX VIZOSO		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CARLOS ALVAREZ		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BRAMAN HONDA 7000 CORAL WAY MIAMI FL 33155		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (305) 266-9900	<b>Fax #:</b> 3052611096	<b>Engine #:</b> J35A61456472	<b>Trans #:</b> BVGA7132465
<b>DPSM:</b> KEVIN MCCLUNG	<b>Zone/Dist:</b> 07N	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 706706	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

6/19/2007 3:05:14 PM	STEVEN	Information from Dealer
1		ABS VSA AND BRAKE LIGHT IS AFTER VEHICLE WAS JUMPED. CUST LEFT LIGHTS ON. IT HAS CODE 54-1 AND 84-1
2 DO THE T-SHOOTING IN THE S/M FOR THE 54?		YES IT LEADS ME TO REPLACE THE C/U SO I HAVE ONE ON ORDER
3 POWER AND GROUND ARE GOOD TO THE C/U?		YES
4 REPLACE IT		OK
7/9/2007 4:52:42 PM	STEVEN	Information from Dealer
5		REPLACED THE VSA MOD FOR THE FIX

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2529131	KENE	01/09/2008	STEVEN	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 68-1	G302; CHECK INPUTS WITH HDS, BLOW FUSE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 27,013
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18505E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> II JAMES BASHAM	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (414) 586-5400	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> GREGORY LECHER		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN JADRO		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> RUSS DARROW HONDA 9301 W. BROWN DEER RD. MILWAUKEE WI 53224		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> J35A61456497	<b>Trans #:</b> BVGA7132457
<b>Phone:</b> (414) 586-5400	<b>Fax #:</b> 4145865431	<b>Em Type:</b> KA	
<b>DPSM:</b> WAYNE NICKLAS	<b>Zone/Dist:</b> 08B	<b>RO #:</b> 65524	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

1/9/2008 9:30:48 AM

KENE

1 ORIGINAL COMPLAINT

WHILE DRIVING ABS KICKS IN AND CAR WILL SLOW DOWN.VSA CODE 68-1 STORED -BRAKE PEDAL SWITCH FAILURE.BRAKE PEDAL SWITCH HAS BEEN REPLACED.ONCE CODE IS CLEARED LIGHT WILL COME BACK ON.

NO

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 MONITOR BRAKE SWITCH INPUT WITH HDS. CHECK ADJ, USE A 5 OR 7.5 FUSE TO BLOW JUMPING PINS 36 TO 32 AT MODULATOR CONNECTOR

1/10/2008 9:35:28 AM

RUDYG

4 01/10/2008 09:35:56 AM RUDYG

NO LIGHTS CAME ON WHEN IT HAPPENDED FOR ME.

5 VSA ACTIVATION WOULD CAUSE TRIANGLE LIGHT TO COME ON. IF NO LIGHTS AND ACTIVATION FELT SUSPECT ABS WHL SPEED PROB.

OK

6 DID YOU CK G302 LIKE KEN ASKED?

I CHECKED BOLT FOR TIGHTNESS.

7 TEST IT BY DISCONNECTING VSA CONNECTOR AND SHORTING PINS 38 TO 47, REPL FUSE 6 WITH A 10A FUSE, THEN TURN KEY ON. SHOULD POP FUSE, REPEAT WITH 38 TO 32. IF BOTH POP FUSE, PWR/GRND IS OK

OK

8 HAVE YOU REPLACED BRAKE SWITCH?

YES, I ALSO ADJUSTED PER S/M

9 TRY TO DUPLICATE SYMPTOM AND GET A SNAPSHOT

OK

10 CODE 66 IS BRAKE SWITCH WITHOUT BRAKE PRESSURE INPUT

OK, MY BRAKE PRESSURE IS .48 TO .5V, I THINK I SAW IT GO TO 1V ONE TIME

11 THAT WOULD BE WAY TOO HIGH. DO CK'S WE TALKED ABOUT AND TRY TO GET SNAPSHOT

OK

1/10/2008 11:32:52 AM

STEVEN

12

I COULDNT GET A SNAPSHOT, I CANT GET THE CAR TO DUPLICATE AGAIN, FUSES BLEW JUMPING THE WIRES RUDY HAD ME JUMP

13 THE ONE TIME IT HAPPENED FOR YOU WAS IT WHILE TURNING?

RIGHT AFTER I TURNED ONTO A STREET

14 DID YOU SEE THE ACTIVATION LIGHT?

NO LIGHTS CAME ON

15 SHUT THE THROTTLE OFF THOUGH?

YES

16 OK CHK THE REAR SPEED SENSORS, MAKE SURE THE CONNECTORS ARE NOT SWAPPED. IF OK DUPLICATE THE PROBLEM, TRY MAKING SHARP LEFT TURNS IN A PARKING LOT WHILE ACCELERATING FROM A STOP

OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2977458	DAVEM	03/05/2010	JAMESH	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 61-1 66-1 68-1 112-1	IF G302 OK, POP FUSES> SWAP VSA CU		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 69,907
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> MST	<b>VIN:</b> 5FNYF18605E	<b>Err:</b>
<b>Dlr Cont:</b> ISAAH COOK	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (575) 622-6850	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> CHRISTOPER SWEENEY		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JASON HOWERTON		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> ROSWELL HONDA		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
2177 WEST SECOND ST.		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ROSWELL NM 88201		<b>Engine #:</b> J35A61456702	<b>Trans #:</b> BVGA7132640
<b>Phone:</b> (505) 622-6850	<b>Fax #:</b> 5056220268	<b>Em Type:</b> KA	
<b>DPSM:</b> CHRISTIAN CRUZ	<b>Zone/Dist:</b> 10E	<b>RO #:</b> 571201	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 3/5/2010 8:20:25 AM DAVEM
- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 HAVE SEEN THIS W/ LOOSE G302 IN PAST
- 6 IF G302 OK, POP FUSES> SWAP VSA CU

### Information from Dealer

61-1 66-1 68-1 112-1 FOUND ALL FOUR CODES ALL HAVE LOSS OF POWER IN COMMON CHECKED ALL POWER CABLES AND GROUNDS FOR TIGHTNESS..NOTE LIGHT IS NOT ON NOW

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA ]

SEE ABOVE

3/10/2010 7:26:46 AM JAMESH

7

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1671225	JOHNB	10/27/2005	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA-ACTIVATN/LCKD BRAKES	CANNOT PRODUCE;VERIFY;QUEST CUST;INSPECT SYSTEMS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 38,423
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18635E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> BOB LAGANO	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (203) 622-0622	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> RICHARD SCHULER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEPHEN ALLMASHY			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> GREENWICH HONDA 289 MASON STREET GREENWICH CT 06830			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
			<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (203) 622-0622	<b>Fax #:</b> 2036226758		<b>Em Type:</b> KA	
<b>DPSM:</b> RENA BAEZA	<b>Zone/Dist:</b> 05F		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

5/14/2008 10:15:22 AM RUDYG

32 05/14/2008 10:16:51 AM RUDYG

33 DURING TURN?

34 VSA ACTIVATION LIGHT ON WHEN THIS HAPPENS

35 SO IT WAS OK AFTER LAST REPAIR?

36 NEED TO DUPLICATE SYMPTOM. WE CAN CK TIRES FOR ALL SAME SIZE AND CK AIR GAPS ON WHL SPEED SENSORS, ESPECIALLY REARS. IF OK THERE WE WILL NEED TO SEE SYMPTOM AND CONDITIONS WHEN IT HAPPENS

(RICHARD) C/S THAT ABS IS OPERATING AND NO THROTTLE RESPONSE.

YES ORIG, NOW HE SAYS IT DOES IT ON A STRAIGHT ROAD. HAS TO DO KEY CYCLE TO GET IT TO WORK AGAIN

YES ACCORDING TO CUST

YES, LAST TIME IN WE REPLACED THE SAS AND IT HAS BEEN GOOD SINCE LATE 2006. COMPLAINT PREVIOUS TO THAT WAS 10/05.

OK

10/27/2005 JOHN B

1 10/27/05 06:13:21 ISIS:----->

2

3

4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

5 THIS PROBLEM?----->

6 10/27/05 06:13:34 JOHN B:----->

7

8

9

10

11

12

13

14 NO KNOWN PROBLEMS AT THIS TIME;HOW DID THE CAR COME TO A STOP ON IT'S OWN??? SLOWLY OR PANIC STOP

15

16 WAS THERE ANY WARNING LIGHTS ON THE GAUGE CLUSTER AT THAT TIME

17

18 WAS THE VSA ACTIVATION LIGHT ON AT THAT TIME

19

20 HAVE YOU ROAD TESTED ON WET SURFACES TO VERIFY

21

22 HAVE YOU TRIED ABS/VSA OPERATION----->

23 NEED TO PRODUCE AND VERIFY COMPLAINT(S);NEED TO QUESTION CUSTOMER IN MORE DETAIL;NEED TO OPERATE

C/S ABS ENGAGED ON WET ROAD WITHOUT FOOT BEING ON BRAKE. VEHICLE STOPPED IN MIDDLE OF ROAD HAD TO BERESTARTED TO MOVE

NO

CUSTOMER STATES THAT HE ENTERED A WET ROAD AND THE ABS ACTIVATED WITHOUT TOUCHING THE BRAKE, THEN THE VEHICLE CAME TO A COMPLETE STOP ON IT'S OWN AND LOCKED UP AND WOULD NOT MOVE;CYCLED IGN AND THEN CAR WAS OK;HE THEN DROVE OFF;WE HAVE INSPECTED AND TESTED VEHICLE AND CANNOT PRODUCE ANY OF THE CUSTOMERS COMPLAINTS;NO CODES,NO ISSUES;ANY KNOWNS

TYPE FORCE?----->UNKNOWN

UNKNOWN

UNKNOWN

NO

YES,FUNCTIONS NORMALLY

AND TEST ON A WET SURFACE IN A SAFE AND SANE LOCATION;VEHICLE WILL ACTIVATE VSA IN POOR TRACTION

CONDITIONS;POSS CUSTOMER EXPERIENCED VSA?;PLEASE

ALSO DIRECT CUSTOMER TO OWNERS MANUAL FOR ABS ABD

VSA FUNCTION AND OPERATION PAGES 168-172;DOCUMENT

ALL FINDINGS AND RESULTS;DOCUMENT ALL SYMPTOMS AND

INFORMATION SUPPLIED BY CUSTOMER;CB WITH ANY ADDITIONAL INFORMATION,FINDINGS,CONDITIONS,ETC.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2970888	JOHNB	02/18/2010	LINDSEYA	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATED 3 TIMES IN 72K	TWO FOOT DRIVER?; CHECK		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 72,814
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18565E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> PHIL CILLI	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (843) 689-2880	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JAMES FROST			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JEFFREY KOHLER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> Hilton Head Honda			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
161 FORDING ISLAND ROA			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
BLUFFTON SC 29910			<b>Engine #:</b> J35A61458802	<b>Trans #:</b> BVGA7135980
<b>Phone:</b> (843) 689-2880	<b>Fax #:</b> 8438150339		<b>Em Type:</b> KA	
<b>DPSM:</b> TRACY GARNEAU	<b>Zone/Dist:</b> 07G		<b>RO #:</b> 107583	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	



**Tech Line Suggests**

**Information from Dealer**

2/18/2010 12:57:32 PM JOHN B

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 SO WHAT ACUTALLY HAPPENED
- 6 WAS THIS THE ACTIVATION LIGHT
- 7 NEED TO PRODUCE IN A NORMAL DRIVING FASHION THAT WOULD NOT REPRESENT AN ACTIVATION CONDITION;POSSIBLE CUSTOMER IS EXPERIENCING NORMAL ACTIVATION??.PLEASE QUESTION CUSTOMER MORE ON THE ROAD AND DRIVING CONDITIONS AT THE TIME THE ACTIVATION OCCURRED

CUST STATES WHEN LIGHTLY APPLYING BRAKES, THEY FEEL LIKE THEY LOCK UP VERY INTERMITTENTLY, HAPPENED 3 TIMES SINCE CUST OWNED CAR

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: BRAKES]

CUSTOMER STATES THAT THIS OCCURED ONLY 3 TIME IN 72K MILES;NO CODES  
THEY GOT A VSA LIGHT,BRAKE PEDAL FELT DIFFERENT,THEY HEARD A NOISE FROM THE MODULATOR;IT DID NOT LAST LONG;ONLY HAPPENED 3X ACROSS THE 72K MILE OWNERSHIP  
NOT SURE

5/14/2012 10:58:02 AM LINDSEYA

- 13 LET US KNOW WHAT YOU FIND.
- 8
- 9
- 10 YOU CAN DUPLICATE?
- 11 IS CUSTOMER A TWO FOOTED DRIVER?
- 12 CHECK FOR THAT. CAR IS OLD ENOUGH THAT IT SHOULD SHOW EVIDENCE OF THAT.

OK.  
HONDA OF DANBURY - THOMAS LACHAPELLE  
VSA LIGHT COMES ON BRAKES GRAB TRIANGLE LIGHT AND VSA LIGHT COMES AND BRAKES WILL LOCK UP WHEN DRIVING AROUND 30 MPH. IF CAR IS SHUT OFF AND RESTARTED SEEMS LIKE SYSTEM IS RESET. HAS HPPENED A FEW TIM ES IN THE PAST FEW YEARS. LAST TIME IN HAD BRAKE SWITCH CODE 68-1 BRAKE SWITCH WAS REPLACED 8-12-11,NOW BACK WITH SAME PROBLEM AND CODE NO, I HAVEN'T. CUSTOMER SAYS IT HAPPENS ABOUT ONCE A YEAR.  
I DON'T KNOW.  
OK. THANKS. I'LL CHECK.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2713549	JOHNB	10/29/2008	JOHNB	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4170	BRAKES LOCKED UP ON HWY	CANNOT PRODUCE;NO EVIDENCE;CHK BRAKES;DPSM		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 50,453
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18565E	<b>Err:</b>
<b>Dir Cont:</b> JIM WANZYK	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (203) 730-5600	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JAMES WHITLOCK			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN MEYER			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> HONDA OF DANBURY			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
102D-102A-104 FEDERAL			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
DANBURY CT 06810			<b>Engine #:</b> J35A61458802	<b>Trans #:</b> BVGA7135980
<b>Phone:</b> (203) 730-5701	<b>Fax #:</b> (203) 730-5706		<b>Em Type:</b> KA	
<b>DPSM:</b> RENA BAEZA	<b>Zone/Dist:</b> 05F		<b>RO #:</b> 136014	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 10/29/2008 6:14:00 AM      JOHNB
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 SO CUSTOMER STATES THE WHEELS COMPLETELY LOCKED UP AND THE CAR SKIDDED TO A STOP
  - 5 SO CUSTOMER HAS FLAT SPOTTED TIRES
  - 6 ANY CODES IN ANY SYSTEM OF THE VEHICLE
  - 7 PLEASE PERFORM GENERAL BRAKE INSPECTION;CHK ABS AND VSA OPERATION;CHK FOR ANY CONTAMINATED BRAKE FLUID;MAKE SURE LEVELS ARE OK;CHK FOR ANY BRAKE SYSTEM LEAKS;CHK FOR AIR IN SYSTEM;ROAD TEST AND CAREFULLY TRY TO PRODUCE COMPLAINT;CHK FOR BRAKE DRAG AFTER DRIVEN;CHK PEDAL HEIGHT AND FREE PLAY ADJUSTMENTS;DOCUMENT ALL FINDINGS;IF NOTHING FOUND RETURN CAR TO CUSTOMER;CONTACT DPSM
  - 8 ALLEGED BRAKE FAILURE (POLICY) Tech Line  
Knowledge Base Name: 3764 Issue Date: 12-Apr-1994  
Source: HTL-INFO

### Information from Dealer

CUST STATES CAR LOCKED UP AT HIGH WAY SPEEDS  
NO  
CUSTOMER CLAIMS HE WAS DRIVING DOWN THE HIGHWAY AT 55 TO 70 MPH AND THE BRAKES LOCKED UP IMMEDIATELY AND VIOLENTLY,AND SKIDDED THE CAR TO A COMPLETE STOP;CUSTOMER HAD A HARD TIME CONTROLLING THE VEHICLE;HE ALSO CLAIMS THE BRAKE PEDAL WAS ON THE FLOOR AFTER THE STOP;CUSTOMER DROVE VEHICLE IN;THE BRAKES WORK PERFECTLY NORMAL  
PER CUSTOMER

NO;TIRES ARE FINE,NO EVIDENCE OF THE TYPE OF STOP  
CUSTOMER STATES  
NONE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2770808	DAVIDK	02/06/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 66-1	MODULATOR?; REPALCE
		Resln Source: None
		Status: N/A
		Remarks / Requestor:

Date:  
Mileage: 71,411  
FE Status:

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 5FNYF18575E	<b>Err:</b>
<b>Dir Cont:</b> JOSE VASQUEZ	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (703) 934-8500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> OSCAR ORTIZ			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JAMES HERMANN			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> ROSENTHAL FAIRFAX HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
11020 MAIN STREET			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
FAIRFAX VA 22030			<b>Engine #:</b> J35A61459914	<b>Trans #:</b> BVGA7137374
<b>Phone:</b> (703) 934-8500	<b>Fax #:</b> 7032734036		<b>Em Type:</b> KA	
<b>DPSM:</b> RAFIK ABDULLAHI	<b>Zone/Dist:</b> 06B		<b>RO #:</b> 715072	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 2/6/2009 11:28:10 AM DAVIDK
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 DID YOU CLEAR THE CODE AND MEMORIZATION THEN TEST DRIVE
  - 4 RE CODE
  - 5 THIS THE ONLY CODE
  - 6 REPLACE MODULAOTR

### Information from Dealer

DTC 66-1 STORED IN MEMORY. PERFORMED TROUBLESHOOTING FOR DTC INCLUDING VSA NEUTRAL POSITION MEMORIZATION. WOULD THE VSA MODULATOR -CONTROL UNIT NEED REPLACEMENT?

NO  
YES

YES IT PUT ON THE BRAKES THEN THE LIGHT CAME ON  
YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3073514	RAYD	10/25/2010	RAYD	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	BRAKES LOCK UP DRIVING	MODULATOR; REPLACE MODULATOR	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 110,099
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 5FNYP18515E	<b>Err:</b>
<b>Dir Cont:</b> RON KLEMM	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (989) 671-1150	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ROGER THOMSEN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> LORI ROSS			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> THELEN HONDA 1020 N. EUCLID AVENUE BAY CITY MI 48706			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (989) 671-1150	<b>Fax #:</b> (989) 671-1156		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> JEFF GRAPENGATER	<b>Zone/Dist:</b> 04A		<b>Engine #:</b> J35A61460412	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 610678	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

10/25/2010 4:47:12 PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 DID YOU GET A DTC?
- 6 DID YOU LOOK AT THE DATA LIST ?
- 7 WAS YOUR FOOT ON THE BRAKE?
- 8 REPLACE THE MODULATOR

### Information from Dealer

VEHICLE COMES TO A STOP BY IT SELF AND BRAKES LOCKUP

[MODEL: PILOT][YEAR: 2006][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD: ]  
 DRIVING AND ALL OF A SUDDEN THE BRAKES WILL LOCK UP, THE WARNING LIGHTS COME ON  
 YES, BRAKE SWITCH FAILURE 68-1  
 YES, EVERYTHING LOOKS GOOD, ALL WHEEL SPEEDS ETC;  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3160635	SHAWNW	06/14/2011	SHAWNW	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 84-1	MOD?;PREFORM SENSOR NEUTRAL MEM		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 93,812
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18585E	<b>Err:</b>
<b>Dir Cont:</b> JOSHUA PARE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (912) 790-5444	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> STEPHEN CIOLKO		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> GRAINGER HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1596 CHATHAM PARKWAY		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
GARDEN CITY GA 31408		<b>Engine #:</b> J35A61460424	<b>Trans #:</b>
<b>Phone:</b> (912) 790-5444	<b>Fax #:</b> (912) 790-5445	<b>Em Type:</b> KA	
<b>DPSM:</b> TRACY GARNEAU	<b>Zone/Dist:</b> 07G	<b>RO #:</b> 141281	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

6/14/2011 8:04:46 AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 TPMS CODE?
- 8 REPAIR THOSE IF PORBLEM STILL THERE DO VSA SENSOR NEUTRAL MEM
- 9 IF N/C REPLACE MOD

CANT FIND ANYTHING WRONG BUT THERE IS VSA INDICATOR DOES NOT GO OFF AND VSA LIGHT COMES ON AT 25MPH AND DOES NOT GO OFF WHEN YOU RESTART IT GOES OFF AND THERE ARE NO DTC'S BUT WHEN IT COMES ON IT SAYS84-1  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: TPMS]  
 Y  
 N  
 N  
 84: VSA Sensor Neutral Position  
 LOW PSI CODES  
 OK  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3224527	JOHNB	11/29/2011	CHRISR	4

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA/ABS SELF MODULATION	BRAKE SW ADJUST; RPLC SW AND ADJUST PER SPEC		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 100,694
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 5FNYF18615E	<b>Err:</b>
<b>Dir Cont:</b> GERALD MORAGA	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (708) 352-6000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MATTHEW VAUGHN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEPHEN BURDA			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> CONTINENTAL HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
5901 SO. LA GRANGE RD.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
COUNTRYSIDE IL 60525			<b>Engine #:</b> J35A61460981	<b>Trans #:</b> BVGA7138939
<b>Phone:</b> (708) 352-6000	<b>Fax #:</b> 7083523188		<b>Em Type:</b> KA	
<b>DPSM:</b> TIA BATTLE	<b>Zone/Dist:</b> 08F		<b>RO #:</b> 646644	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

<p>11/29/2011 1:43:25 PM      JOHN B</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6</p> <p>7 SO VOLTAGE CODES,INTERNAL VOLTAGE ISSUES;BRAKE POSITION SW;WOULD CHK POWER AND GROUND TO MODULATOR;WIGGLE TEST WIRES AT MODULTOR CONNECTOR WITH IGN ON;SNAP SHOT SELF MODULATION EVENT;POSS VSA MODUALTOR???</p>	<p>WHEN DRIVING AT 30-40 MPH THE VEHICLE WOULD BRK. BY ITSELF, OVER A PERIOD OF ABOUT 2-5 MINUTES . HAPPENED AGAIN ON THE HIGHWAY 55-65 MPH AND VEHICLE BEGAN TO BRK AGAIN, 1-3 MINUTES UNTIL VEHICLE WAS BRAKING. NO WARNING LIGHTS ON AT THIS TIME , NO WARNING LIGHTS ON AT TIME OF BRAKING ISSUE [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: BRAKES] [KEYWORD: ]</p> <p>VEHICLE MODULATES SELF AT TIMES;HAVE MULTIPLE CODES AT RANDOM TIMES,HAVE HAD 61-1,112-1,68-1</p>
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<p>12/2/2011 12:01:29 PM      LARRY L</p> <p>8</p> <p>9 TRANSFER TO GEN TL</p>	<p>GERALD, I WAS ABLE TO DUPL COMPLAINT, IT HAS 68-1, I CHKED BRAKE SW, NTF, I DID SEND SNAPSHOT</p>
--	--

<p>12/2/2011 12:05:50 PM      DAVEM</p> <p>10 DTC 68: Brake Pedal Position Switch</p> <p>11 REVIEWED SNAP AND IT LOOKS LIKE THE BRAKE SW IT OUT OF ADJUST. IN BOTH BRAKING EVENTS THE BRAKE SW "ON" IS SHIFTED TO THE RIGHT AND DOES NOT BOOKEND THE PRSSR RISE PERFECTLY</p> <p>12 RPLC THE SW. HOLD PDL TOWARD YOU AND PRES SW IN TILL IT JUST TOUCHES AND THEN LOCK IN PLACE&gt; MON</p>	<p>BACK AGAIN AFTER CLEARING CODES LAST TIME IN AND I HAVE A CODE 68-1 AGAIN. TOOK SNAP FOR YOU GUYS TO SEE, BUT I NEVER GOT IT TO CODE</p> <p>OK</p> <p>OK</p>
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<p>12/2/2011 2:00:51 PM      CHRIS R</p> <p>13</p> <p>14 OK, ALSO REMEMBER THAT BRAKE PRESSURE PRESENT WITH NO BRAKE SW INPUT WILL BLOW SAME CODE, CK FOR BRAKE PRESS SENSOR MORE THAN .5V WITH FOOT OFF BRAKE IF SO REPLACE MOD</p> <p>15 IF YOU CAN CAPTURE AN ACTIVATION ON A SNAP AND ALL DATA IS NORMAL AND MATCHES CONDITIONS, THEN THE MOD IS MAKING A BAD DECISION ON GOOD DATA, REPLACE MOD</p>	<p>REPLACED SWITCH, ADJ</p> <p>OK</p> <p>OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2447948	TOMP	09/17/2007	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODULATES, SLOW SPEEDS	POOR GROUND OR VSA MODULATOR; CHECK G302		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 32,015
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNYF18525E	<b>Err:</b>
<b>Dir Cont:</b> TRAVIS	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (337) 474-1999	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> HETH LEDOUX		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GLENN MCDONALD, JR.		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BILLY NAVARRE HONDA 1320 E. COLLEGE STREET LAKE CHARLES LA 70607		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (337) 474-1999	<b>Fax #:</b> (337) 474-1733	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ERIC PIZZECK	<b>Zone/Dist:</b> 03H	<b>Engine #:</b> J35A61461898	<b>Trans #:</b> BVGA7140721
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 112305	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

9/17/2007 12:39:28 PM TOMP	
1 ORIGINAL COMPLAINT	ABS ACTIVATES WITH LITTLE BRAKE PEDLE PRESS.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	TRAVIS
4 CAN YOU DUPLICATE THE COMPLAINT?	YES, 2 TIMES AT FIRST; NOW WORKING
5 DTCs?	NONE
6 A/M ACCESSORIES OR CRASH DAMAGE?	NONE
7 STOCK WHEELS/TIRES?	YES
8 WHEN DID PROBLEM START?	JUNE THIS YEAR; HAPPENED ONCE OR TWICE
9	NOW HERE TODAY.
10 WHAT HAVE YOU DONE SO FAR?	TEST DRIVE AND CHECK FOR CODES.
11 CHECK G302	
12 CHECK BRAKE SWITCH INPUT VS BRAKE SYSTEM PRESSURE. SHOULD NOT HAVE ONE WITHOUT THE OTHER.	
13 IF YOU FIND BRAKE PRESSURE WITHOUT A BRAKE SW INPUT; CHECK BRAKE SW ADJUSTMENT.	
14 REPLACE VSA MODULATOR IF BRAKE SW IS ADJUSTED.	



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3059099	RUDYG	09/20/2010	RUDYG	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA / ABS ACTIVATES BY SELF	FBF: REPL'D RIGHT REAR WHL SPEED SENSOR
		<b>Resln Source:</b> Feedback forms <b>Date:</b> 09/21/2010 <b>Status:</b> N/A <b>Mileage:</b> 62,131 <b>Remarks / Requestor:</b> <b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18645E [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> STEVE MURPHY	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (717) 766-4300	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> CALVIN DUTTON III		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ROB BOWERSOX		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> BOBBY RAHAL HONDA 6696 CARLISLE PIKE MECHANICSBURG PA 17050		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (717) 766-4300	<b>Fax #:</b> 7177950871	<b>Engine #:</b> J35A61462595	<b>Trans #:</b> BVGA7141555
<b>DPSM:</b> WALTER	<b>Zone/Dist:</b> 05M	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 211056	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>9/20/2010 10:38:06 AM</b> RUDYG	
1 ORIGINAL COMPLAINT	ANTI LOCK BRAKES ACTIVATE EVERY TIME BRAKES PEDAL PUSHED. NO CODES STORED. VSA LIGHT WILL FLASH MOMENTARILY AFTER STOP AND TRYING TO ACCEL.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD: ]
4 STOCK TIRES AND WHLS?	YES, ALL LOOK ABOUT THE SAME
5 ACCIDENT DAMAGE ON THIS CAR	NO
6 ANYTHING DONE YET?	REPL'D MODULATOR
7 GET HIGH SPEED SNAP OF THIS HAPPEING, MONITOR 4 WHLS, SAS, YAW,LAT AND PUMP MOTOR	OK
8 DUPL SYMPTOM AND THEN CK SNAP, LOOK FOR ONE WHL TRACE THAT HAS SHARK FIN IN IT. THAT WILL PROB BE BAD ONE	OK
9 IF ALL OK, SEND SNAP TO US FOR REVIEW. TRY TO GET IT TO HAPPEN WHILE DRIVING IN STRAIGHT LINE	OK
<b>9/21/2010 11:35:38 AM</b> RUDYG	
10 09/21/2010 11:35:43 AM RUDYG(RECEIVED FBF)	FROM FBF: HOW DID YOU REPAIR THIS VEHICLE? REPLACED RIGHT REAR WHEEL SPEED SENSOR HOW DID YOU DIAGNOSE THE PROBLEM? TOOK AN ABS HIGH SPEED SNAPSHOT WITH HDS, FOUND SENSOR SLOW TO REACT COMMENTS: [BLANK]

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3150381	JOHNB	05/16/2011	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATION	NEED CONDITIONS,AND DETAILS OF ACTIVATION;PRODUCE
4170	BRAKES APPLY SELF	
<b>ResIn Source:</b> None		<b>Date:</b>
<b>Status:</b> N/A		<b>Mileage:</b> 135,424
<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNYF18655B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ROBERT REIMEL	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (734) 283-2603	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b>		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> MELTON HONDA 15100 EUREKA ROAD SOUTHGATE MI 48195		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (734) 283-2603	<b>Fax #:</b> (734) 283-0763	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> KEITH LEVINS	<b>Zone/Dist:</b> 04B	<b>Engine #:</b> J35A61464519	<b>Trans #:</b> BVGA7144612
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 003831	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 5/16/2011 9:23:34 AM JOHNB
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 CAN YOU PRODUCE
  - 8 HOW MUCH APPLICATION
  - 9 WAS THE VSA ACTIVATION LIGHT ON AT THAT TIME
  - 10 THEN VSA ACTIVATION;THAT MAYBE NORMAL OR NOT;WE NEED YOU TO PRODUCE TO VERIFY;WE NEED YOU TO QUESTION CUSTOMER MORE ON THE CONDITIONS AT TIME OF ACTIVATION,AS WELL AS HOW MUCH ACTIVATION

### Information from Dealer

CUSTOMER STATES BRAKES APPLY BY THEMSELF HAS HAPPENED 15 TIMES IN 2 YEARS. COULD NOT DUPLICATE AT THIS TIME

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: BRAKES]

NO  
NONE  
NONE  
BRAKE APPLY SELF PER CUSTOMER  
NO  
I HAVE NO DETAILS AT ALL  
THAT I BELIEVE CUSTOMER DID SAY YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2733054	RUDYG	12/02/2008	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 61-1, 83-1,112-1	MODULATOR?; CK G302		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 62,602
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	MST	<b>VIN:</b> 5FNYF18605E	<b>Err:</b>
<b>Dir Cont:</b> ANNAN MAXFIELD	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (602) 789-9771	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> TRAVIS MILLINER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GWEN DENNEY			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> BELL HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
701 WEST BELL ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
PHOENIX AZ 85023			<b>Engine #:</b> J35A61465997	<b>Trans #:</b> BVGA7146706
<b>Phone:</b> (602) 789-9771	<b>Fax #:</b> 6022982061		<b>Em Type:</b> KA	
<b>DPSM:</b> RICHARD REBORI	<b>Zone/Dist:</b> 10D		<b>RO #:</b> 305067	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 12/2/2008 9:31:16 AM RUDYG
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 DTC 61, Low/High B-FSR Voltage, 83-1 PCM RELATION FAILURE, 112-1, VSA INTERNAL POWER SOURCE STUCK OFF. CK G302, CK MODULATOR FOR SOFTSET CONNECTOR AND CK C305 FOR BENT PINS. IF ALL OK, CK FOR U CODES IN PGM FI. NOTE THEM, CLEAR AND SEE IF IT RECODES.
  - 4 SUSPECT MODULATOR IF NO BAD CONNECTIONS FOUND

### Information from Dealer

CUSTOMER STATES ABS,VSA LIGHTS ON.  
 NO  
 OK  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2566282	DAVEM	02/29/2008	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 27 AFTR NEW CU	TECH ERROR; DO NUET/MEM PER THE S/M		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 33,220
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 5FNYP18595B	<b>Err:</b>
<b>Dir Cont:</b> DEREK	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (708) 352-6000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> MATTHEW VAUGHN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEPHEN BURDA			<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> CONTINENTAL HONDA 5901 SO. LA GRANGE RD. COUNTRYSIDE IL 60525			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (708) 352-6000	<b>Fax #:</b> (708) 352-9370		<b>Engine #:</b> J35A61466294	<b>Trans #:</b> BVGA7147016
<b>DPSM:</b> TIA BATTLE	<b>Zone/Dist:</b> 08F		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 515610	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 2/29/2008 1:59:17 PM DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 DID YOU DO THE NUET MEM AFTER REPLACING THE CU?
  - 4 DO THAT NEXT

### Information from Dealer

VSA LIGHT TURNS ON WHEN TURNING CORNERS ON DRY PAVEMENT. DTC'S 27-1, 68-1, AND 108-1. ABS MODULATOR WAS REPLACED, HOWEVER, CODE 27-1 CONTINUES TO SET AND CANNOT BE CLEARED.

NO  
NO  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3058036	MARKP	09/16/2010	MARKP	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 112-1	VSA MOD?? CHCK CHARGE SYSTEM & YAW RATE SENS
		ResIn Source:       None                               Date:
		Status:               N/A                               Mileage:       79,100
		Remarks / Requestor:                               FE Status:

Dealer #:	TZ: EST	VIN: 5FNYF18685B	Err:
Dir Cont: JAMES QUADRINI	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (585) 586-0120	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: MARK FREY		Doors: 5DR	WD:
Parts Mgr: JEFFREY BROOKS		Fact: LINCOLN	Country: USA
Dir Name: DICK IDE HONDA 875 PANORAMA TRAIL ROCHESTER NY 14625		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (585) 586-0120	Fax #: (585) 586-0429	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	Engine #: J35A61466535	Trans #: BVGA7147755
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 571055	
		Case Type: Technical	
		W.O. #:	

### Tech Line Suggests

9/16/2010 11:35:51 AM       MARKP

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4 PWR AT VSA MOD
- 5 IF PWR/GRND OK CHECK CHARGING SYSTEM AND BATTERY
- 6 YAW RATE SENS 2.5 FLAT GROUND
- 7 IF ALL OK SUSPECT VSA MOD

### Information from Dealer

INTERMITENT ABS/VSA INDICATORS ON, DTC 112-1 STORED. CHECKED 12V & GRDS @ ABS CONTROL MODULE, VERIFY G301, & G1 @ CORE SUPPORT. CANNOT DUPLICATE, HAVE CAR 2 DAYS NOW.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD: ]  
 YES  
 OK  
  
 OK  
 THANKS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2862616	CHRISV	07/08/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA MOD @ LOW SPEEDS DTC 66	7/8: PERFORMED SENSORM MEM		
		<b>Resin Source:</b>	Spoke w/ Dealer	<b>Date:</b> 07/08/2009
		<b>Status:</b>	N/A	<b>Mileage:</b> 41,910
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 5FNYF18595E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b>	JESSE CERRA	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(305) 266-9900	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	ALEX VIZOSO			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	CARLOS ALVAREZ			<b>Fact:</b>	LINCOLN
<b>Dir Name:</b>	BRAMAN HONDA 7000 CORAL WAY MIAMI	FL 33155		<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
<b>Phone:</b>	(305) 266-9900	<b>Fax #:</b>	3052611096	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b>	KEVIN MCCLUNG	<b>Zone/Dist:</b>	07N	<b>Engine #:</b>	J35A61468528
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Trans #:</b>	BVGA7149974
				<b>Em Type:</b>	KA
				<b>RO #:</b>	810704
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

7/8/2009 12:50:13 PM	CHRISV
1 ORIGINAL COMPLAINT	VEH FEELS LIKE IT LOCKS UP (JUDDERS). VSA LIGHT COMES ON. DURING LOW SPEED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 ANY CODES	66-1. DID THE MEMORIZATION AND NOW ITS WORKING FINE
4 TRY TO REDUP	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3163536	RAYD	06/21/2011	CHRISR	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA DTC 25; MODULATES SELF	MODULATOR?;GET SNAPSHOT	
		<b>ResIn Source:</b>	None
		<b>Status:</b>	N/A
		<b>Remarks / Requestor:</b>	
		<b>Date:</b>	
		<b>Mileage:</b>	148,991
		<b>FE Status:</b>	

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18565H	<b>Err:</b>
<b>Dir Cont:</b> PHILLIP LAKE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (541) 476-0811	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> GORDON NOLAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JEFF HORNBECK			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> JIM SIGEL HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1601 N.E. SEVENTH ST.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
GRANTS PASS	OR 97526		<b>Engine #:</b> J35A61623707	<b>Trans #:</b> BVGA7034994
<b>Phone:</b> (541) 476-0811	<b>Fax #:</b> 5414718766		<b>Em Type:</b> KA	
<b>DPSM:</b> PERRY MORRIS	<b>Zone/Dist:</b> 02G		<b>RO #:</b> 230986	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 6/21/2011 3:18:01 PM RAYD
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 WAS THE VEHICLE WRECKED?
  - 7 WHAT IS YAW READING ?
  - 8 WHAT DO YOU HAVE TO DO TO MAKE IT CODE?
  - 9 WERE YOU TURNING?
  - 10 ON BRAKES?
  - 11 GET SNAPSHOT OF MODULATION, MAY NEED MODULATOR

### Information from Dealer

VSA DTC 25-1. CLEARED THE DTC , CHECKED GROUND G302. RECODE DURING ROAD TEST ON A STRAIGHT STREET, ACCOMPNIED BY WHAT SOUNDED LIKE THE ABS WORKING FOR A SECOND  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD: ]

NOT THAT I CAN TELL, HAD A BUNCH OF OTHER DTC'S NONE RELATED TO VSA ZERO I THINK, LET ME CHECK...  
 I WAS JUST DRIVING STRAIGHT AND IT FELT LIKE IT ACTIVATED  
 NO, JUST DRIVING STRAIGHT  
 NO, MAINTAINING SPEED

6/30/2011 1:25:17 PM TROYS

- 12
- 13 IT IS NOT HERE
- 14 THEN GIVE US ABOUT 45 AND CB

I SENT THE SNAP SHOT THIS MORNING WILL RESEND

6/30/2011 2:19:47 PM CHRISR

- 15
- 16 YES,
- 17 I SEE YAW FIXED @ 4.9V
- 18 NEED TO ADDRESS SENSOR ASSY FIRST, THEN SEE IF MOD ISSUE

GET SNAP  
 DTC TRIGGERED  
 YES  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3294567	PHILM	06/06/2012	PHILM	1

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA PROBLEM 25-1	YAW RATE SENSOR?; PERFORM DTC TROUBLESHOOTING		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 122,083
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b>	2HKYF18565H	<b>Err:</b>	
<b>Dir Cont:</b>	THOMAS	<b>Training %:</b>		<b>Year:</b>	2,005	<b>Model:</b>	PILOT
<b>Serv Ph:</b>	617-469-7100	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	EX-L
<b>Serv Mgr:</b>	MACIEJ NIEDZIOLKA			<b>Doors:</b>	5DR	<b>WD:</b>	
<b>Parts Mgr:</b>	MARC BISHOFF			<b>Fact:</b>	ALLISTON	<b>Country:</b>	CAN
<b>Dir Name:</b>	PRIME HONDA 1575 VFW PARKWAY BOSTON MA 02132			<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L		
<b>Phone:</b>	(617) 469-7100	<b>Fax #:</b>	6174698948	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,	<b>Engine #:</b>	J35A61601895
<b>DPSM:</b>	DAN ENDERLE	<b>Zone/Dist:</b>	09F	<b>Em Type:</b>	KA	<b>Trans #:</b>	BVGA7002949
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>RO #:</b>	111592		
				<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

6/6/2012 9:38:35 AM PHILM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DID YOU TRY AND CLEAR THE CODE AND IT COMES BACK RIGHT AWAY?
- 8 HAVE YOU DONE THE TROUBLESHOOTING FOR THE 25-1? YOU'RE JUST CALLING TO SEE IF WE HAVE ANYTHING ON THAT?
- 9 WE HAVE A COUPLE OF SITUATIONS WHERE A YAW RATE SENSOR FIXED IT. LETS GO THROUGH THE DTC TROUBLESHOOTING, IT'S PRETTY STRAIGHTFORWARD.

### Information from Dealer

VSA LIGHT ON WHEN I GOT CAR LIGHT OUT COULD NOT COMMUNICATE WITH VEHICLE DID HARD RESET THEN STARTED FOR ROAD TEST VSA LIGHT ON NOW AND CANT CLEAR

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: 25-1]

YES  
NO  
NO

THE GUYS COMPLAINT WAS THAT THE VSA LIGHT WAS ON BUT WHEN I GOT OUT TO THE VEHICLE AND IT WASN'T ON. SO I LOOKED FOR A CODE BUT COULDN'T COMMUNICATE. SO I DID A BATTERY CABLE RESET AND THEN I COULD COMMUNICATE WITH THE HDS AND HAD A 25-1.

YEP

YEP



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3187923	RAYD	08/25/2011	RAYD	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 84-1	G302?;UNABLE TO DUPLICATE;CHECK G302;		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 137,286
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HKYF18775H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> FRANK NIXON	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> JIM ROSE		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JONATHAN WILLIAMS		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> PRIORITY HONDA 621 N. BATTLEFIELD BL. CHESAPEAKE VA 23320		<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
<b>Phone:</b> (757) 366-5000	<b>Fax #:</b> 757-2135064	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> JENNIFER KAMLER	<b>Zone/Dist:</b> 06H	<b>Engine #:</b> J35A61602688	<b>Trans #:</b> BVGA7003899
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 216308	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>8/25/2011 1:28:51 PM RAYD</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6 I HAVE NO KNOWN PROBLEMS, CHECK G302 CAREFULLY, IF IT COMES BACK, MORE THAN LIKELY THE MODULATOR IS THE CAUSE.</p>	<p>VSA LIGHT WAS ON WITH DTC 84-1, CLEARED LIGHT, TEST DROVE, LIGHT DID NOT RETURN.</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]</p> <p>[KEYWORD: VSA ]</p> <p>NO, CLEARED BUT DID NOT RECODE</p> <p>NONE</p> <p>NONE</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2982605	CHRISV	03/17/2010	DAVIDK	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODS ON OWN 61 68 71 112	VSA MOD; TAKE A SNAP SHOT		
		<b>ResIn Source:</b> None		<b>Date:</b>
		<b>Status:</b> N/A		<b>Mileage:</b> 80,210
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 2HKYF18505H [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> MARK HERMAN	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (605) 225-3078	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> SCOTT GARRETT		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID ZIMMERMAN		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> HARR HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
4255 6TH AVE. SE	SD 57401	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ABERDEEN		<b>Engine #:</b> J35A61603591	<b>Trans #:</b> BVGA7005341
<b>Phone:</b> (605) 225-3078	<b>Fax #:</b> 6052258015	<b>Em Type:</b> KA	
<b>DPSM:</b> RYAN WEIDAUER	<b>Zone/Dist:</b> 02F	<b>RO #:</b> 228027	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>3/17/2010 9:48:38 AM</b>	<b>CHRISV</b>
<ul style="list-style-type: none"> <li>1 ORIGINAL COMPLAINT</li>   <li>2 PREVIOUS REPAIRS OR PARTS REPLACED?</li> <li>3 ISIS SEARCH CRITERIA</li>   <li>4 WHEN DOES IT HAPPEN FOR THE CUST</li> <li>5 REDUP AND TAKE A SNAP SHOT, POSS VSA MOD</li> </ul>	<p>CUST STATES BRAKES APPLY THEMSELVES INTERMITTENTLY AT LOW SPEEDS, FOUND DTC'S 61-1, 71-1, 68-1, AND 112-1 STORED IN ABS ECU, CLEARED DTC'S, ROAD TESTED CAN'T DUPLICATE PROBLEM, HAS MATCHED SET OF 235/87R16 TIRES, BATTERY APPEARS TO BE NEW</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA] SLOW SPEED TURNING</p>

<b>3/19/2010 3:00:35 PM</b>	<b>DAVIDK</b>
<ul style="list-style-type: none"> <li>6</li>   <li>7 CODES</li> <li>8 POSS VSA MODULATOR, YAW THEN SAS. CLEAN GROUND. MAKE EST FOR SALES IF THEY WANT SOMTHING NOW</li> </ul>	<p>ACTIVATED WHEN ON A TEST DRIVE 35 MPH LT DECELL THERE WAS A VSA ACTIVATION HARD DECELL. NOSE TOOK A DIVE. DID THIS 2 DIFFERENT TIMES. WE CONNECTED THE HDS. DID NOT ACTIVATE AND HDS KEPT LOCKIING UP NO CODES THIS TIMESALES IS BREATHING DOWN MY NECK</p>

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2560653	LANCEK	02/21/2008	LANCEK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA, VTM-4 LIGHTS ON	CONNECTION; PERF SM T/S FOR U0122	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 63,796
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 2HKYF18685H	<b>Err:</b>
<b>Dir Cont:</b> PAUL EAVES	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (205) 833-1233	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JEFFERY MARTIN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BRUCE STEWARD		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> BRANNON HONDA 300 GADSDEN HIGHWAY BIRMINGHAM AL 35235		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (205) 833-1233	<b>Fax #:</b> (205) 271-8381	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	<b>Engine #:</b> J35A61604556
<b>DPSM:</b> VAN CROCKER	<b>Zone/Dist:</b> 07C	<b>Em Type:</b> KA	<b>Trans #:</b> BVGA7006271
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 123104	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

2/21/2008 1:46:39 PM LANCEK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 CODES?
- 5 PERF SM T/S FOR U0122

### Information from Dealer

ABS VTM-4 VSA LITES ON MUTIPLE CODES SYMPTOMS  
 LIKES/N 6-05  
 YES  
 WHEEL BEARING  
 U0122

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2450623	LANCEK	09/19/2007	CHRISV	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE 61-1 AND 112-1	BATTERY/CHARGING; CK BATTERY/CHARGING SYSTEM	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 24,218
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	AHST	<b>VIN:</b> 2HKYF18615H	<b>Err:</b>
<b>Dir Cont:</b> BRADLEY KIBOTA	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (808) 235-7566	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JAMES NAKANISHI			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BRIAN SANCHEZ			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HONDA WINDWARD			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
45-671 KAMEHAMEHA HWY.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
KANEOHE HI 96744			<b>Engine #:</b> J35A61610195	<b>Trans #:</b> BVGA7014201
<b>Phone:</b> (808) 235-7566	<b>Fax #:</b> 8082478544		<b>Em Type:</b> KA	
<b>DPSM:</b> WYNNE WYCOFF	<b>Zone/Dist:</b> 02D		<b>RO #:</b> 280970	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>9/19/2007 4:54:54 PM</b>	<b>LANCEK</b>
1 ORIGINAL COMPLAINT	CAR FELT LIKE IT WAS LOCKING UP. VSA LIGHT CAME ON. FOUND CODE 61-1 AND 112-1.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	HAD CODE 68-1
4 CLEAR THE CODES?	YES, THEY DO NOT RECODE
5 ANYOTHER SYSTEM CODES?	NO
6 CHECK BATTERY/CHARGING SYSTEM, CHECK CONN & P/FIT PWR & GND TO THE VSA CU	
<b>9/20/2007 12:31:42 PM</b>	<b>GREGN</b>
7	(AL)
<b>9/20/2007 12:34:55 PM</b>	<b>CHRISV</b>
8	AL, I AM WORKING ON THIS CAR NOW. BRAD DID CK THE PWR/GND AND CHARGE SYSTEM AND NPF. WE REPLACED THE BATTERY ALSO
9 CAN YOU DUP	NO
10 WAS THE CAR EVERY IN A ACCIDENT	NOT SURE
11 TRY LOOKING AT THE WHEEL SPEED SENSORS AND SEE IF YOU SEE ANYTHING OUT OF PLACE	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2770996	RUDYG	02/06/2009	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA PROBLEM CODE 28	YAW SENSOR?; REPLACE	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 53,934
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	MST	<b>VIN:</b> 2HKYF18595H	<b>Err:</b>
<b>Dir Cont:</b> ROGER PERRY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (801) 268-5599	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ELIZABETH CHRISTENSEN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SHAWN CONRAD			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> LARRY H. MILLER HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
5808 SOUTH STATE STREE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MURRAY UT 84107			<b>Engine #:</b> J35A61611136	<b>Trans #:</b> BVGA7015494
<b>Phone:</b> (801) 268-5599	<b>Fax #:</b> 8012685557		<b>Em Type:</b> KA	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F		<b>RO #:</b> 201238	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

2/6/2009 1:48:27 PM	RUDYG	
1 ORIGINAL COMPLAINT		HAS CDE 28 LOOKED AT DATA LIST SHOWED LONG V .16 CLEARED AND DROVE PER MANUAL DID NOT RECODE LONG V NOW 2.4
2 PREVIOUS REPAIRS OR PARTS REPLACED?		YES
3 PREVIOUS REPAIR DESCRIPTION		PREV TECH CLEARED AND DROVE DID NOT CODE
4 (NO ONE ON THE LINE)		
2/6/2009 1:57:05 PM	RUDYG	
5 02/6/2009 01:57:12 PM RUDYG		(ROGER)
6 WAS VEH STOPPED WHEN YOU HAD THAT .16V		YES
7 CK CONNECTIONS AT C305, WIGGLE TEST		OK
MODULATOR CONNECTOR WHILE MONITORING LAT, LONG, YAW		
8 IF NO CHANGE W/WIGGLE TEST, REPL YAW SENSOR		OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2883907	DAVEM	08/19/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA DTC 65, FLUID LVL LITE ON	GAUGE?; CHK INPUTS FOR SHORT TO GND> GAUGE
		ResIn Source: None                      Date:
		Status: N/A                              Mileage: 49,993
		Remarks / Requestor:                      FE Status:

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HKYF18555H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JOSEPH	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (440) 974-9500	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> TOM PAPISH		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SCOTT BARNICOAT		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HONDA OF MENTOR 8555 MARKET STREET MENTOR OH 44060		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (440) 974-9500	<b>Fax #:</b> 4402052732	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> RONALD HOPKINS	<b>Zone/Dist:</b> 04H	<b>Engine #:</b> J35A61613271	<b>Trans #:</b> BVGA7018599
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 179191	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 8/19/2009 6:54:10 AM      DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 DOES THE FLUID LEVEL LIGHT EVER GO OUT?
  - 5 CHK PINS A8 AND B17, 18 AND 19 @ THE GAUGE FOR CON;T TO GND. IF NONE, RPLC THE GAUGE

### Information from Dealer

BRAKE LIGHT ON VSA LIGHT COMES ON WHILE DRIVING.  
NO  
s/m t/s leads me to a GAUGE ASSY  
NO  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2611526	LANCEK	05/12/2008	GARYR	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 66-1	MODULATOR; PERF SM T/S, CHECK G302		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 49,601
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HKYF18595H [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> GREGORY	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (513) 829-6900	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> TOM RILEY		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CLINT CROMER		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> PERFORMANCE HONDA 5760 DIXIE HIGHWAY FAIRFIELD OH 45014		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (513) 829-6900	<b>Fax #:</b> 5138295821	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MIKE DITMER	<b>Zone/Dist:</b> 04J	<b>Engine #:</b> J35A61613470	<b>Trans #:</b> BVGA7019594
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 15480	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

5/12/2008 10:22:42 AM LANCEK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 DUPLICATE?
- 4 CODES?
- 5 PERF SM T/S, CHECK G302

### Information from Dealer

WHEN DRIVING AFTER A TURN VSA SYSTEM ENGAGES AND VSA LIGHT AND WARNING LIGHTS APEAR ON DASH  
NO  
YES  
66-1

5/12/2008 4:34:06 PM GARYR

- 6
- 7 CAN YOU DUP
- 8 TAKE A HIGH SPEED SANP SHOT WHEEL SPEED, YAW, SAS BRAKE SW AND BRAKE PRESS. IF NTF REPL MOD

GREG G302 CHKS GOOD  
YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3278614	SHAWNW	04/18/2012	SHAWNW	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA 25-1	YAW?;NEED TO VERIFY	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 89,289
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18555H	<b>Err:</b>
<b>Dir Cont:</b> JASON TAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (949) 830-7600	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN RATHMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> LUCIAN PARIS			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> FLADEBOE HONDA 16 AUTO CENTER DR. IRVINE CA 92618			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (949) 830-7600	<b>Fax #:</b> (949) 231-1054		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> TIMOTHY CRAIN	<b>Zone/Dist:</b> 01F		<b>Engine #:</b> J35A61613740	<b>Trans #:</b> BVGA7020013
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 210094	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 4/18/2012 3:36:50 PM SHAWNW
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 CLEAR?
  - 8 TIRES?
  - 9 STEERING WHEEL OFF CENTER?
  - 10 ACCIDENT?
  - 11 TRY CLEARING CODE, IF IT RESETS, GO T/S
  - 12 IF NOT NEED TO VERIFY

### Information from Dealer

AFTER VEHICLE SITS FOR 4-5 HOURS VSA LIGHT COMES ON AFTER STARTING AND DOESN'T GO AWAY UNTIL KEY IS CYCLED

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]

[KEYWORD: VSA]

N

N

N

25: Yaw Rate Sensor

DIDN'T TRY

GOOD

NO

NOT THAT I CAN TELL

OK

OK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3108522	RUDYG	01/20/2011	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE 25, ERRATIC	YAW SENSOR?; WIGGLE TEST C401, C301, C305 FIRST	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 134,251
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 2HKYF18655H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> MARIO CHAVEZ	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MIKE ROZZELL		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> UWE WORSCHER		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> COMMUNITY HONDA 4141 I-10 EAST BAYTOWN TX 77521		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (281) 839-0500	<b>Fax #:</b>	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ERIC PIZZECK	<b>Zone/Dist:</b> 03H	<b>Engine #:</b> J35A61615473	<b>Trans #:</b> BVGA7022401
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 03618	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

1/20/2011 9:34:59 AM	RUDYG	
1 ORIGINAL COMPLAINT		C/S VSA LIGHT COMES ON, VEHICLE DRIVES ERRATIC, AND WHEN IGNITION TURED OFF AND THEN BACK ON, VSA LIGHT IS OFF AND VEHICLE DRIVES NORMAL.. NOTE: GETTING CODE 25-1 FOR YAW RATE SENSOR, WHEN DTC CLEARED CAN'T GET IT TO RE-CODE. CAN'T GET SNAPSHOT OF DTC.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2006][PUBID: 0][SUBJECT: ]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: MASTER]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 ALL TIRES SAME		N
7 YAW SENSOR READING AT STOP		YES
8 DOES CUST SAY WHAT SHE WAS DOING WHEN THIS HAPPENS?		1.0 TO 0.0°
9 ANY ACCIDENT DAMAGE ON THIS CAR		JUST GOING STRAIGHT ON HWY
10 CK GROUND G302 AND IF OK USE HDS AND MONITOR Z PHASE WHEN STR WHEEL STRAIGHT AHEAD, ALSO MONITOR YAW SENSOR		NO
11 YAW SHOULD BE 2.48-2.52V, CHANGE ° SETTING TO VOLTAGE		OK
12 Z PHASE SHOULD BE 0.8V		OK
13 WIGGLE TEST C401, C305, C301 AND SEE IF YOU CAN INDUCE ANY CHANGE IN V READINGS WITH WIGGLE TEST		OK
14 IF YES, CK CONNECTIONS AT THAT CONNECTOR		OK
15 IF CHANGE OR IF YAW READINGS OUT OF RANGE I GAVE YOU, REPL YAW SENSOR		OK
16 IF DOES IT AGAIN, REPL MODULATOR		OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2973464	DAVEM	02/24/2010	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA DTC 66 AND 68	MOD?; SWAP AND MON		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 40,900
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> MST	<b>VIN:</b> 2HKYF18595H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> BYRON KLEBOLD	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (303) 794-8195	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JIMMY CALHOUN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MIKE MORRIS		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> RALPH SCHOMP HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
5700 S. BROADWAY	CO 80121	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> J35A61615580	<b>Trans #:</b> BVGA7022982
<b>Phone:</b> (303) 794-8195	<b>Fax #:</b> 3037307814	<b>Em Type:</b> KA	
<b>DPSM:</b> JASON SCHER	<b>Zone/Dist:</b> 10C	<b>RO #:</b> 791884	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

2/24/2010 12:52:07 PM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 BRAKE SW ADJUST"
- 6 SWAP VSA MOD AND MON

### Information from Dealer

CUSTOMER COMPLAINS VEHICLES BRAKES SEEM TO LOCK UP AT TIMES, FOUND CODE 66 (BRAKE PRESSURE SENSOR), CODE DOES NOT RESET, VSA MODULATOR PINS OK, VOLTAGE DROP ENG. GROUNDS, ALL LOCATIONS BELOW 0.1V.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: TCS 66]  
see above  
IN SPEC

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1494712	PETERL	01/03/2005	RAYD	10

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 51-1	1/20: WHT IN AUX F/B SOFTSET		
		<b>ResIn Source:</b>	Spoke w/ Dealer	<b>Date:</b> 02/19/2008
		<b>Status:</b>	N/A	<b>Mileage:</b> 1,854
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 2HKYF185X5H	<b>Err:</b>
<b>Dir Cont:</b> PEDRO ESQUIVEL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (915) 544-9100	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> CARLYLE MEEKS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RUBEN ALVARADO			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> RUDOLPH HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
5655 SOUTH DESERT BLVD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
EL PASO TX 79932			<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (915) 544-9100	<b>Fax #:</b> 9152980363		<b>Em Type:</b> KA	
<b>DPSM:</b> CHRISTIAN CRUZ	<b>Zone/Dist:</b> 10E		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

## Tech Line Suggests

## Information from Dealer

2/19/2008 4:28:54 PM

RAYD

61 CHANGED PROBABLE CAUSE/SOLUTION TO "WHT IN  
AUX F/B SOFTSET" FROM "WHT/GRN IN AUX F/B  
SOFTSET"

1/3/2005

PETERL

1 01/03/05 08:45:21 ISIS:----->	VSA;ABS LIGHTS COME ON 51-1 CODE REPLACED PUMP
2	MOTOR & CONTROL UNIT
3 01/03/05 08:45:35 PETERL:----->	SAME CODE
4 WHICH ONE----->	51-1
5 CLEAR DOES IT COME BACK----->	YES
6 START UP OR WHEN DRIVING----->	I HAVE TO START UP AND CODE IT THEIR
7 CLEAR DOES IT COME RIGHT BACK W/OUT KEY CYCLE	
8	YES IT DOES
9 CHECK CONNECTOR TO MAKE SURE FULLY ENGAGED IF	
10 OK CHECK VOLTS ON PIN 16 AND G302	
11 01/11/05 09:15:31 JAMESH:----->	REPLACED THE MODULATOR FOR THE 51-1
12 INSPECT THE J CONNEDCTOR AT THE DRVS U/D F/B	
13 01/12/05 10:25:21 GARYR:----->	PEDRO, REPLD MOD 2X AND STILL CODES FOR THE
14	CUST. PIN FITS CHK GOOD
15 CHK F/D BATT VOL	
16 01/14/05 09:30:07 KEITHC:----->	REPLACED MODULATOR 2X, BATTERY, LOOSE POST
17	CODED AGAIN
18 G302----->	GOOD, CLEANED PAINT, N/C
19 CAN YOU CLEAR CODE----->	YES STAY OFF FOR A FEW DAYS
20	SEEMS TO CODE AT START UP
21 CK IGN POWER TO VSA----->	
22 IF LOW JUMP P16 TO 47 AT MOD CONN TO BLOW VSA FUSE	
23 CHK ALL BATTERY AND GROUND CONN	
24 CHK IF LOW BAT VOL	
25 01/12/05 13:45:50 GARYR:----->	PEDRO, I JUMPED 16 TO 47 AND THE 40A FUSE
26	BLEW.
27 HUMP 1 TO 32 TO BLOW THE 30 AMP FUSE----->	I ALSO FOUND THE BATTERY HAD LOW CHARGE
28	AND WHEN I WIGGLED THE TERMINAL THE BATTERY
29	POST WOULD MOVE.
30	ALL OTHER POWER AND GROUNDS CHK GOOD
31 REPL BATTERY AND T/D	
32 01/14/05 13:23:43 RAYD:----->	
33 IS THERE ANY AFTER MARKET ?----->	NONE
34 WAS IT WRECKED THAT YOU KNOW OF?----->	NOT THAT I KNOW OF
35 IS IT BROKEN NOW?----->	YES
36 IT SHOULDNT DO THE MOTOR TEST TILL THE WHEELS	
37 START TURNING, WHERE DID YOU GET THE MODULATOR	
38 CONTROL UNITS ?----->	I DONT KNOW WHERE PARTS GETS THEM
39 NEW PARTS?----->	YES
40 GET ME THE PART # OF THE MODULATOR CONTROL UNIT	
41 THAT IS INSTALLED ON THIS CAR RIGHT NOW----->	THERE IS NO PART NUMBER ON THE
42	MODULATOR, THIS IS THE PART
43	NUMBER THAT PARTS CHARGED OUT 57110-S9V-A61
44 SWAP KNOWN GOOD VSA MODULATOR CONTROL UNIT-->	
45 01/17/05 12:58:26 peterl:----->	I SWAPPED A VSA MODULE WITH ANOTHER PILOT AND
46	LIGHT CAME ON AGAIN.
47 A/M ACCESS----->	NONE
48 WHAT WAS CUSTOMER DOING WHEN LIGHT CAME ON-->	DURING START UP
49 TEMP----->	35-45DEG
50 DID YOU BLOW FUSES----->	YES I DID AND ALL BLEW

51 CHECK FUSE FIT BY CUTTING FUSE IN HALF AND  
52 RECHECK.  
53 01/20/05 14:17:08 TOMP:----->  
54  
55  
56  
57  
58  
59 THANKS FOR CALL BACK.  
60 01/21/05 16:37:10 ROBERTH:----->

PEDRO:  
AUX/FUSE BOX (30 AMP) WHITE WIRE TERMINAL WAS  
SOFTSET. I PUSHED IT IN AND IT CLICKED AND  
LOCKED IN PLACE.  
WE FOUND THAT ON MONDAY; SO FAR THE VSA LIGHT  
HAS STAYED OFF.

ATTACH PHOTOS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2672839	GARYR	08/19/2008	GARYR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 51-1	CHK POWER, GROUNDS AND PINS?; REPL MOD		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 67,824
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18605H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JOHN ZIEGLER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (775) 789-7999	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b>			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CARMELITO ADAMS			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> BILL PEARCE COURTESY HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
780 KIETZKE LANE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
RENO NV 89502			<b>Engine #:</b> J35A61615692	<b>Trans #:</b> BVGA7022916
<b>Phone:</b> (775) 789-7999	<b>Fax #:</b> 7757897987		<b>Em Type:</b> KA	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F		<b>RO #:</b> 272915	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 8/19/2008 3:59:09 PM GARYR
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 CHK CONN FROM AUX FUSE BOX FUSE 2 AND 3 VSA CONN 1 AND 16 G302 IF N/C REPL VSA C/U

### Information from Dealer

ABS, AND VSA LIGHTS ARE ON. RETURNS ON TEST DRIVE AFTER RESET.  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3119683	STEVEN	02/18/2011	STEVEN	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	ABS ACTIVATES BRAKING IN	MEASURE REAR SENSOR HOLE DEPTH	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 77,396
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> PST	<b>VIN:</b> 2HKYF18635H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> TOM EDWARDS	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (310) 371-3521	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b>		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MARTIN LUNA		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SCOTT ROBINSON HONDA 20340 HAWTHORNE BLVD. TORRANCE CA 90503		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (310) 371-3521	<b>Fax #:</b> 3103706591	<b>Engine #:</b> J35A61619728	<b>Trans #:</b> BVGA7028882
<b>DPSM:</b> JONAH ROHDE	<b>Zone/Dist:</b> 01E	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 948748	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 2/17/2011 3:22:16 PM STEVEN
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 I DONT SEE ANYTHING IN THE SNAPSHOT
  - 7 I DO SEE YOU WERE TURNING AT THE END WHEN IT HAPPEND
  - 8 TAKE THE LARGEST SOCKET THAT WILL FIT IN THE REAR SENSOR HOLES. INSERT IT INTO A HOLD AND MARK IT TO SHWO THE DEPTH OF THE HOLE.
  - 9 DO THE SAME TO THE OTHER SIDE AND NOTICE IF THERE ARE ANY DIFFERENCES
  - 10 IF ONE IS NOTICABLY DEEPER, AS IN MORE THAN 1MM, REPLACE THAT KNUCKLE.

### Information from Dealer

ABS WILL WORK UNDER NORMAL BRAKING CONDITIONS. SENT A SNAP SHOT IN ABOUT 30 MINUTES AGO.  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: ABS]  
 YES  
 NO  
 NONE  
 OK  
 YES CUSTOMER NOTICED IT HAPPENS ON TURNS USUALLY

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3204822	CHRISR	10/11/2011	CHRISR	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	25-1 PLUS BRKS APPLY	SENSOR CLUSTER?; REPLACE	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 92,501
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> MST	<b>VIN:</b> 2HKYF18605H	<b>Err:</b>
<b>Dlr Cont:</b> EDWARD	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (719) 597-4500	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> SCOTT WELCH		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICK WILLIAMS		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> FRONT RANGE HONDA 1001 S. ACADEMY BLVD. COLORADO SPRING CO 80910		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (719) 597-4500	<b>Fax #:</b> 7195735722	<b>Engine #:</b> J35A61620533	<b>Trans #:</b> BVGA7030511
<b>DPSM:</b> JAMES PANARISO	<b>Zone/Dist:</b> 10G	<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 100568	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 10/11/2011 7:02:01 AM CHRISR
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 FREEZE DATA??
  - 7 MON DATALIST AND CK SENSOR DATA 2.50 SITTING STILL, ALSO IF DRIVING STRAIGHT, YAW, LAT SHOULD BE 2.50V
  - 8 SET UP FOR SNAP SHOT 30 SEC LONG, SEE IF CAN CAPTURE, EITHER A WRONG INPUT CAUSING WRONG RESPONSE OR MOD IS BAD

### Information from Dealer

VSA LIGHT ON, VSA DTC 25-1. CAUSES VEHICLE TO SWERVE, BRAKES LOCK UP.  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA 25]  
 N  
 N  
 N  
 NO  
 OK  
 OK

- 10/13/2011 7:37:01 AM CHRISR
- 9
  - 10
  - 11 TOO HIGH, SEND SNAP, I WILL REVIEW AND CALL BACK. IN THE MEANTIME. CK THE SENSOR CRCT AND GND. USE DVOM ON GND AND VFY .2 OR LESS V WHILE DRIVING
  - 12 RECEIVED SNAP, SAW THAT YAW WAS 4.89 BUT LAT & LONG WERE 2.5V. RECOMMENDED TO TECH TO REPLACE SENSOR, PWR/GND ARE NOT ISSUE

ED CEL#360-920-0753  
 SERV ADV GOT IT TO HAPPEN BUT THE SNAP RIGHT AT EVENT BUT PULLED OVER AND TOOK SNAP, IT SHOWS YAW @ 4.89V  
 OK



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3195885	STEVEN	09/16/2011	STEVET	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA: 51-1	FBF: PERFORM NEUTRAL MEM PROCEDURE		
		<b>Resin Source:</b>	Feedback forms	<b>Date:</b> 09/20/2011
		<b>Status:</b>	N/A	<b>Mileage:</b> 124,993
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HKYF18615H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JOHN DITMER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (860) 645-3110	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b>		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JESSICA FULTON		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> MANCHESTER HONDA 24 ADAMS STREET MANCHESTER CT 06042		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (860) 645-3110	<b>Fax #:</b> 8606433602	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> SUZI HENRY	<b>Zone/Dist:</b> 09D	<b>Engine #:</b> J35A61622907	<b>Trans #:</b> BVGA7033334
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 618223	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

9/16/2011 12:54:11 PM STEVEN

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DID YOU DO THE NEUTRAL MEMORIZAION PROCEDURE

9/20/2011 5:12:51 AM STEVET

7

### Information from Dealer

HAVE A COMPLAINT OF ABS AND VSC LITE ON CHECK CODEFOUND CODE 51-1 PUMP MOTOR FAILURE CAR WAS HIT HA RD IN LF SO CHECK ALL WIRES FIRST FOR ANY CUTS FOUND NONE  
 [MODEL: ][YEAR: ][PUBID: 0][SUBJECT: ][KEYWORD: ]  
 YES  
 VSA MODULATOR  
 NO

3195885 2HKYF18615H521111 09/19/2011 PILOT 2005 206794  
 STEVE\_TABORSKY COMMENTS: THANK U FOR HELP ON THIS CAR RE SET ECU FOR VSC LITE OK NOW THANX AGAIN JOHN DITMER...

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3225022	DAVIDK	11/30/2011	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA PROBLEM ACTIVATION	SPEED SENSORS?; SNAP SHOT	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 109,825
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> PST	<b>VIN:</b> 2HKYF18695H	<b>Err:</b>
<b>Dlr Cont:</b> SHANON FOUTCH	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (360) 377-1100	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> MICHAEL BRODERSEN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> GLEN EVANS		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> WEST HILLS HONDA 520 WEST HILLS BLVD. BREMERTON WA 98312		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> J35A61624529	<b>Trans #:</b> BVGA7036272
<b>Phone:</b> (360) 377-1100	<b>Fax #:</b> (360) 415-2668	<b>Em Type:</b> KA	
<b>DPSM:</b> PHIL HEINZMAN	<b>Zone/Dist:</b> 02B	<b>RO #:</b> 434192	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

11/30/2011 12:11:16 PM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 ANYTHING DONE LEADING UP TO THIS PROBLEM
- 7 TEST DRIVE W HDS. TRY TO GET A SNAP SHOT.
- 8 HIGH SPEED SNAP WHEN MAKING A TURN. LOOK AT WHEEL SPEED. INNER WHEELS SHOULD BE GOING SLOWER THEN OUTER.

### Information from Dealer

VSA ACTIVATES AT 30 MPH OR LESS UNDER LIGHT BRAKE PRESSURE UNTIL VEHICLE SPEED IS UNDER 10MPH INTERMITTANTLY. THERE WAS DTC'S 61-1 68-1 112-1 STORED BUT DID NOT RETURN AFTER CLEARING NOR DID THE COMPLAINT  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]

UNKNOWN.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2918101	DAVIDK	10/27/2009	DAVIDK	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATION SLOWING AND	FBF: BODY SHOP CROSSED THE REAR WHEEL SENSOR		
		<b>Resln Source:</b>	Feedback forms	<b>Date:</b> 10/27/2009
		<b>Status:</b>	N/A	<b>Mileage:</b> 62,099
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18545H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> DARREL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> MICHAEL CRUZ			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SCOTT ROBERTS			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SONS HONDA 105 SONS DRIVE MCDONOUGH	GA 30253		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (770) 228-2888	<b>Fax #:</b> 6785721015		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> TRACY GARNEAU	<b>Zone/Dist:</b> 07G		<b>Engine #:</b> J35A61628325	<b>Trans #:</b> BVGA7041653
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 025175	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 10/27/2009 8:00:22 AM      DAVIDK
- 1 ORIGINAL COMPLAINT
  
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  
  - 4 DATA LIST
  - 5 GET SNAP SHOT, CK REAR SENSOR CONNECTIONS FOR BEING CROSSED.
  - 6 WATCH DATA LIST AND TURN ONE TIRE AT A TIME. CLEAN VSA GROUND

### Information from Dealer

VSA ACTIVATION LIGHT FLASHES WHEN TURNING AND ACCELERATING. ALL I HVE TO DO IS SLOW JUST A LITTLE AND TURN JUST A LITTLE IT WILL ACTIVATE

NO

112-1 86-1 61-1 CAR WAS IN A CRASH. ALL CODES DO CLEAR. POSS SET WHEN CAR WAS BEING REPAIRED AT BODY SHOP. DAMMAGE TO REAR OF CAR DID NOT HAVE HES ON TEST DRIVE

WIRES ARE PULLED TIGHT BACK THERE

- 10/27/2009 9:11:40 AM      DAVIDK
- 7
  - 8
- FB FAX
- BODY SHOP CROSSED THE REAR WHEEL SENSORS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3240645	LINDSEYA	01/06/2012	AMYB	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM, DTC 26-1	FBF: MODULATOR REPLACED		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 80,499
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18515H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> CALVIN CHEUNG	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (415) 927-0833	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> MING HWANG			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICHARD NEWMAN			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> MARIN HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
2 SHORELINE PKWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
SAN RAFAEL	CA 94901		<b>Engine #:</b> J35A61630284	<b>Trans #:</b> BVGA7044227
<b>Phone:</b> (415) 927-0833	<b>Fax #:</b> 4159242301		<b>Em Type:</b> KA	
<b>DPSM:</b> LARRY O'BRIEN	<b>Zone/Dist:</b> 12B		<b>RO #:</b> 197656	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

1/6/2012 3:37:52 PM LINDSEYA

1 ORIGINAL COMPLAINT

CONFIRMED STATES VSA/ABS LIGHT ON WHILE DRIVING. BRAKES SEEM TO LOCK-UP AND FEEL VSA SYSTEM ACTIVATING. FOUND DTC 26-1 STORED AND CONFIRMED SYSTEM INTERMITTENTLY. PLEASE ADVISE...  
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: 26-1]

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

I HAVE A LOT OF DTC'S, AND THE ONE I NARROWED IT DOWN TO IS 26-1.

7

26-1 LAT ACCEL SENSOR, 61-1, BATT VOLT, 65-1, 66-1, AND 86-1 CAN RELATED, AND 112-1 INTERNAL POWER SOURCE FAILURE. I WENT WITH THE 26-1 FIRST.

8 AND YOU DID T/S?

YES. BUT IT'S INTERMITTENT. CUSTOMER SAYS THAT SOMETIMES THE BRAKES GRAB ON A HILL. WHEN I TAP ON THE BRAKE, I CAN FEEL THE VSA MODULATOR ACTIVATE, BUT THEN THE CAR TRIES TO STOP ON IT'S OWN, LIKE IT'S LOCKING UP.

9 WHAT HAVE YOU ALREADY REPLACED?

NOTHING, YET. THE T/S SAYS TO REPLACE THE MODULATOR.

10

CALL DISCONNECTED

1/6/2012 3:47:14 PM RAYD

11 REPLACE THE MODULATOR

OK, THANKS

1/10/2012 1:50:56 PM LINDSEYA

12 FBF:

COMMENTS: THANK YOU FOR ALL YOUR HELP. AFTER REPLACED ABS/VSA MODULATOR. PROBLEM NEVER REDUPLICATE AGAIN. SO FAR, CAR HAS GONE FOR 4 DAYS. SO FAR SO GOOD. THANK YOU....

1/18/2012 10:55:21 AM AMYB

13 SURVEY

CALVIN CHEUNG 90 CITYVIEW DR DALY CITY, CA 94014

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2841346	KENE	06/29/2009	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 25	YAW RATE SENSOR; TROUBLESHOOT PER S/M		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 94,871
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 2HKYF18575H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> ROBERT HAUSER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (608) 273-3344	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID DUNAHEE			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> ZIMBRICK HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1601 WEST BELTLINE HWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
MADISON WI 53713			<b>Engine #:</b> J35A61630894	<b>Trans #:</b> BVGA7044912
<b>Phone:</b> (608) 273-3344	<b>Fax #:</b> 6082713506		<b>Em Type:</b> KA	
<b>DPSM:</b> MICHAEL CLARK	<b>Zone/Dist:</b> 08C		<b>RO #:</b> 460545	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 6/29/2009 6:32:33 AM KENE
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 TROUBLESHOOT PER S/M

### Information from Dealer

VSA LIGHT IS ON, HAS CODE 25-1, OWNER STATES THAT WHEN LIGHT IS ON, VEHICLE PULLS LEFT AND BRAKE PEDAL PULSATES  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2976151	TOMP	03/03/2010	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4170	REAR BRAKE LOCKS, W/BACKING	DEALER CAN'T DUPLICATE; NONE AT THIS TIME		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 36,856
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18565H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> GERARD	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (603) 225-3371	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> STEVE MARTIN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> GRAPPONE HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
507 STATE ROUTE 3A			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
BOW	NH 03304		<b>Engine #:</b> J35A61631430	<b>Trans #:</b> BVGA7045686
<b>Phone:</b> (603) 225-3371	<b>Fax #:</b> 6032268159		<b>Em Type:</b> KA	
<b>DPSM:</b> JOE ROSE	<b>Zone/Dist:</b> 09J		<b>RO #:</b> 379994	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

3/3/2010 6:27:43 AM TOMP

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4
- 5 CAN YOU DUPLICATE THE COMPLAINT?
- 6 AMBIENT TEMP?
- 7 WAS TEMP BELOW FREEZING WHEN IT HAPPENS FOR THE CUSTOMER?
- 8 ROTORS RUSTY?
- 9
  
- 10 HOW LONG DOES CAR HAVE TO STAY PARKED BEFORE IT HAPPENS?
- 11 REVIEW "CASES" AND "KBs"
- 12 DO A COMPLETE TEARDOWN AND INSPECTION OF THE BRAKES?

### Information from Dealer

WHEN BACKING UP THE REAR WHEELS LOCK UP BACKING UPHILL CUST. SAYS HE DOES NOT USED HAND BRAKE. AND IF HE GOES FORWARD THE WHEELS ARE OK AND IT FREE UP AND WILL NOT HAPPEN AGAIN FOR A COUPLE OF WEEKS . CAN NOT DUPLICATE PROBLEM AT THIS TIME

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: TRANS/DRIVELINE][KEYWORD: ]

JERRY:  
NO  
40F  
HE SAYS NO

RIGHT REAR ROTOR IS RUSTY.  
APPEARS TO HAVE NEW PADS INSTALLED; DO NOT KNOW IF THEY ARE A/M OR OEM PARTS.  
HE SAYS THERE IS NO PATTERN; ANYWHERE FROM A COUPLE OF MINUTES TO HOURS.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3199034	DAVEM	09/26/2011	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES IN TURNS INTERM	YAW SNSR?; CHK CONNECTIONS> SWAP		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 80,069
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	MST	<b>VIN:</b> 2HKYF18615H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> TIM GERDL	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (480) 833-5177	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JERED SCHAGER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CARL YOUNG			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SANTAN HONDA SUPERSTORE 1150 S. GILBERT ROAD CHANDLER AZ 85286			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (480) 833-5177	<b>Fax #:</b> (480) 835-2214		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> RICHARD REBORI	<b>Zone/Dist:</b> 10D		<b>Engine #:</b> J35A61633456	<b>Trans #:</b> BVGA7048247
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 587530	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

9/26/2011 9:28:21 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CHK ALL CONNECTIONS BTTWN THE SAS, YAW AND MOD. IF ALL OK, SWAP THE YAW SNSR

### Information from Dealer

VSA LIGHT WILL COME ON AND INTERMITTEMPLY VSA WILL ACTIVATE WHILE DRIVING. VSA MODULE HAS BEEN REPLACED  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]

CUST STATES INTERM THE 1ST TURNS IN THE AM, THE VSA WILL ACTIVATE AND THE THRRTL GOES AWAY, BUT RECOVERS AND NO CODES



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3062556	MARKP	09/28/2010	RAYD	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES LEFT TURNS	REAR WHEEL SPEED?;SWAP RT REAR KNUCKLE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 68,451
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 2HKYF18585H	<b>Err:</b>
<b>Dlr Cont:</b> TOM EBERLE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (605) 362-9500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> GREGG ALLISON			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> TIM JOHNSON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> VERN EIDE HONDA 5200 S. LOUISE AVE. SIOUX FALLS SD 57108			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
			<b>Engine #:</b> J35A61635220	<b>Trans #:</b> BVGA7050312
<b>Phone:</b> (605) 362-9500	<b>Fax #:</b> 6053626469		<b>Em Type:</b> KA	
<b>DPSM:</b> RYAN WEIDAUER	<b>Zone/Dist:</b> 02F		<b>RO #:</b> 676678	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

9/28/2010 12:52:31 PM MARKP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 HAVE YOU MONITORED THE WHL SPD SENS WHILE THIS HAPPENS.
- 6 GET A SNAP AND SEND IT IN

### Information from Dealer

NO THROTTLE RESPONCE AND VSA LIGHT COMES ON WHEN ACCELERATING AND TURNIND

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: BRAKES]  
[KEYWORD: ABS]

LEFT HAND CIRCLE AND ACCEL IT WILL ACTIVATE THE VSA. YES BUT NOTHING STANDS OUT

OK THANKS

9/28/2010 2:30:57 PM CHRISR

- 7 ATTACHED SNAPSHOT, FOR LOADING INTO HDS
- 8 REVIEWED WITH RAY DAVIS AND DETERMINED THAT WE NEED YAW AND SAS VALUES TO BETTER DETERMINE

9/29/2010 7:49:48 AM CHRISR

- 9 REVIEWED 2ND SNAPSHOT WITH TECH, CAN NOT SEE OBVIOUS ISSUE, RECOMMEND TO VFY TIRE SIZE AND CIRCUMFERENCE, DO A STRAIGHT LINE ACCEL SNAP AND VFY ONLY LONGITUDINAL SENSOR RESPONDS AND NO LATERAL SENSOR ACTIVITY. IF ALL OK. REPLACE MODULATOR.

10/1/2010 11:08:25 AM RAYD

- 10
- 11 THIS MAINLY HAPPENS ON LEFT TURNS?
- 12 I HAVE LOOKED AT BOTH SNAPSOTS, I REALLY DONT SEE ANYTHING WRONG, SO LETS SWAP THE RT REAR KNUCKLE ASSY WITH A KNOWN GOOD CAR.

REPLACED MODULATOR, NO CHANGE YES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3108597	SHAWNW	01/20/2011	HANKS	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA DTC 25	MODULATOR?; REPLACE	
4342	ABS DTC 42		
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 81,736
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 2HKYF18595H	<b>Err:</b>
<b>Dir Cont:</b> MARTY GREEN	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (913) 648-7980	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> DONALD DALE		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JIM CUSTER		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> O'NEILL HONDA 7979 METCALF AVENUE OVERLAND PARK KS 66204		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (913) 648-7980	<b>Fax #:</b> 9133834158	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MICHAEL WEHMEIR	<b>Zone/Dist:</b> 08K	<b>Engine #:</b> J35A61638917	<b>Trans #:</b> BVGA7055096
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 694782	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 1/20/2011 10:35:01 AM SHAWNW
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 OK LETS GO OVER IT TOGETHER
  - 8 SO YOU HAVE CONTINUITY TO GND ON P33,34,OR 35 OF THE VSA MOD CONN?
  - 9 OK THATS GOOD SO WHAT ABOUT STEP 12?
  - 10 NO PROBLEM LET US KNOW WHAT YOU FIND
  - 11 WHAT ABOUT YOUR ABS ISSUE?
  - 12 OK

### Information from Dealer

VSA LIGHT ON CODE 25 AIR BAG LIGHT ON NO SIGNAL FROM RF IMPACT SENSOR CODE 42-11  
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: 25]

I WAS DOING S/M T/S AND THINK I HAVE A HARNSS ISSUE STEP 11 IS WHERE I AM STOPPING AT NO

OH, I MISS READ THE T/S, I WILL CONT WITH THE DIAG SORRY ABOUT THAT  
OK  
HAVEN'T GOT TO THAT YET

- 1/20/2011 7:56:52 AM HANKS
- 13 WHERE ARE WE AT
  - 14 DID YOU RE-READ THE T/S
  - 15 IF YOU ARE CERTAIN ON YOUR TEST - REPLACE MODULATOR

PUT A YAW RATE SENSOR IN - DID NOT FIX THE PROBLEM YES - PASSES ALL TESTS - SAYS REPLACE VSA MODUALTOR

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2588825	KENE	04/04/2008	RUDYG	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA CODE 86-1	WARR:REPL PCM WITH 37820-PVJ-306 (HAD 305)		
4150	BRAKE FEEL (SOFT, LOW, HARD)	<b>ResIn Source:</b>	Warranty	<b>Date:</b> 12/10/2009
		<b>Status:</b>	N/A	<b>Mileage:</b> 141,500
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 2HKYF18545H	<b>Err:</b>
<b>Dir Cont:</b> GREG	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (419) 331-0381	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RONALD DUSCHEID			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVEN WILSON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> ALLAN NOTT HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
3500 ELIDA ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
LIMA	OH 45807		<b>Engine #:</b> J35A61640405	<b>Trans #:</b> BVGA7056838
<b>Phone:</b> (419) 331-0381	<b>Fax #:</b> 4193312958		<b>Em Type:</b> KA	
<b>DPSM:</b> MARK KELLEY	<b>Zone/Dist:</b> 04D		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

4/4/2008 10:14:11 AM	KENE	
1		VSA LIGHT ON CODE 86-1
2 WILL IT CLEAR		NO, WE INSTALLED A VSA MODULATOR AND WILL NOT DO THE NEWTRAL POSITION AND BRAKES WONT PUMP UP
3 CODES		86-1
4 CHECK CAN LINES AND THEN JUMP POWER AND GROUND TO MODULATOR WITH 10 AMP FUSE		
4/4/2008 11:12:25 AM	GARYR	
5		FUSE BLOWS AND STILL HAVE VSA 86-1
6 CHK IF THE PCM YOU INSTALLED IS A 305		IT IS
7 YOU NEED A 306		
4/5/2008 9:24:20 AM	TERRYF	
8		I REPLACED THE PCM WITH THE CORRECT ONE & THAT TOOK CARE OF MY VSA & VSA ACTIVATION LIGHT PROBLEM BUT I CAN'T GET A GOOD BRAKE PEDAL.I'VE TRIED BLEEDING IT 4X.
9 HAVE YOU TRIED THE SUPER BLEED ON IT YET?		NO
10 WHAT'S YOUR FAX #?		419-331-2958
11 FOLLOW THIS PROCEDURE JUST AS IT SAYS.		OK
12/10/2009 4:25:18 PM	RUDYG	
12 12/10/2009 04:26:05 PM RUDYG(REVIEWED WARR CLAIMS)		FROM CLAIM: REPL PCM WITH 306 PCM
13 FROM CLAIM: Labor: 121100 (PGM-FI ENGINE/POWERTRAIN CONTROL MODULE, ECM/PCM - REPLACE.) Contention: 03205 (AFTER REP ABS MODULATOR,VSA & ACTIVATION LIS STILL ON. CALLED TECH L 3 TIMES. #2588825.FOUND PCM THAT WAS INSTALLED JAN, WAS WRONG PCM ( IT WAS BOXED INCORRECTLY. ERNELL COOK AUTH REPLACEMENT AND THE STRAIGHT TIME TO DIAGNOSE THE PROBLEM.) Failed Part: 37820-PVJ-306 (ECU )		

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2588708	STEVEN	04/04/2008	STEVEN	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE: 86-1	WAR: WRONG PCM INSTALLED	
		<b>ResIn Source:</b> Warranty	<b>Date:</b> 12/21/2009
		<b>Status:</b> N/A	<b>Mileage:</b> 141,299
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18545H	<b>Err:</b>
<b>Dir Cont:</b> GREGORY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (419) 331-0381	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RONALD DUSCHEID			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVEN WILSON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> ALLAN NOTT HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
3500 ELIDA ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
LIMA	OH 45807		<b>Engine #:</b> J35A61640405	<b>Trans #:</b> BVGA7056838
<b>Phone:</b> (419) 331-0381	<b>Fax #:</b> 4193312958		<b>Em Type:</b> KA	
<b>DPSM:</b> MARK KELLEY	<b>Zone/Dist:</b> 04D		<b>RO #:</b> 145299	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 4/4/2008 8:04:47 AM STEVEN
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 HAS THIS CAR BEEN IN AN ACCIDENT?
  - 4 WAS IT HIT ON THE FRONT END?
  - 5 DID YOU INSPECT G302 OR G1?
  - 6 LETS GO LOOK AT THEM REAL QUICK
  - 7 CLEAN THEM UP ANYWAY AN REINSTALL THEM. OF NC SWAP KG PCM

### Information from Dealer

VSA LIGHT AND VSA ACTIVATION LIGHT ARE ON DTC 86-1.  
 REPLACED VSA CONTROL UNIT. LIGHTS WILL NOT CLEAR  
 NO  
 YES  
 YEAH, THEY HIT A DEER. ON THE PASS FRONT  
 NO  
 OK...THEY SEEM OK TO ME  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2416292	CHRISV	08/07/2007	CHRISV	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODS BELOW 5 MPH	FB: RR SENSOR WIRES SWAPED		
		<b>Resln Source:</b>	Feedback forms	<b>Date:</b> 08/09/2007
		<b>Status:</b>	N/A	<b>Mileage:</b> 33,678
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF185X5H	<b>Err:</b>
<b>Dir Cont:</b> ROBERT LORD	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (203) 481-1616	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> EARL MASTRI			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ERMINIO CURCIO			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> BRANDFON HONDA 515 WEST MAIN STREET BRANFORD CT 06405			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (203) 481-1616	<b>Fax #:</b> 2033151127		<b>Engine #:</b> J35A61640401	<b>Trans #:</b> BVGA7056841
<b>DPSM:</b> BARRY ZOLL	<b>Zone/Dist:</b> 09E		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 178209	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

8/7/2007 1:22:18 PM	CHRISV	
1 ORIGINAL COMPLAINT		VSA SYSTEM ACTIVATES AT 5MPH UNDER A EAASY FULL CORNER. ACTIVITY LIGHT FLASHES ON THROTTLE INPUT IS CUT SENT SNAPSHOT USING DEALER NUMBER AS REFERENCE206874
2 PREVIOUS REPAIRS OR PARTS REPLACED?		YES
3 PREVIOUS REPAIR DESCRIPTION		CUST HIT OBJECT IN ROAD REAR SUBFRAME HAS BEEN REPLACED WIRES TO ABS SENSORS HAVE BEEN REPAIRED
4 ANY CODES		NO
5 WILL TAKE A LOOK AT THE SNAP SHOT AND CALL YOU BACK		860 302 3309
8/7/2007 1:33:29 PM	CHRISV	
6 CB		ROBERT,
7 WHO DID THE REPAIRS TO THE HARNESS		SOME FORD DEALER
8 YOU WERE MAKING A LF TURN WHEN YOU DID THE SNAP SHOT		YES
9 LOOKS LIKE THE REAR SENSORS ARE SWAPED, ON THE SNAPSHOT WHEN YOU WERE MAKING THE LF TURN THE LF AND RR SENSORS SLOWED DOWN. SO DISCONN THE ONE RR SENSOR AND SEE WHAT IT CODES		THANKS
8/9/2007 2:15:33 PM	CHRISV	
10		COMMENTS: REAR SENSORS WERE SWAPPED. THANKS FOR THE HELP  ITS NEEDED NOW, MORE THAN EVER. SAY HI TO LARRY IN FUEL IN EMMISIONS. (A FAN) THANKS CHRIS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2534708	DAVIDK	01/16/2008	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 26-1	G301?, CLEAN		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 25,096
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18685H	<b>Err:</b>
<b>Dir Cont:</b> BRIAN SMITH	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (916) 783-5667	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> GREG LEATHERMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEVIN DUELL			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> Autowest Honda of Roseville 230 AUTO MALL DR. ROSEVILLE CA 95661			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (916) 783-5667	<b>Fax #:</b> (916) 783-9210		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> BARRY CHANDLER	<b>Zone/Dist:</b> 12C		<b>Engine #:</b> J35A61640597	<b>Trans #:</b> BVGA7056883
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 437556	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 1/16/2008 11:26:07 AM DAVIDK
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 DIAG
  - 5 JUST TYPE IN 26-1
  - 6 IT SENT YOU TO VTM-4. TYPE IN VSA THEN CHOOSE THE CODE YOU HAVE.
  - 7 YOU CAN USE THE 06-08 BOOK
  - 8 REMOVE AND CLEAN G301

### Information from Dealer

BOTH VSA LIGHTS ON. RECODES INSTANTLY  
NO  
26-1 IT HAS ME WATCHING THE VTM4 LIGHT. WHY  
I GOT IT FROM ISIS MISSING THE S/M  
YES

I HAVE THAT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2418064	LANCEK	08/09/2007	LANCEK	1

**Code**      **Original Complaint**  
P 4230      VSA CODE 86-1

**Probable Cause/Solution**  
CONNECTION; CHECK CONN & P/FIT PWR & GND TO VSA CU

**Resin Source:**      None      **Date:**  
**Status:**              N/A              **Mileage:**      54,287

**Remarks / Requestor:**              **FE Status:**

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18515H	<b>Err:</b>
<b>Dir Cont:</b> TROY BIDDLE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (717) 394-0711	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOSEPH KEENER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SCOTT BRENEMAN			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> JONES HONDA 1335 MANHEIM PIKE LANCASTER PA 17601			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (717) 394-0711	<b>Fax #:</b> 7173947884		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> WALTER	<b>Zone/Dist:</b> 05M		<b>Engine #:</b> J35A61642146	<b>Trans #:</b> BVGA7058792
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 769277	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

8/9/2007 10:04:05 AM LANCEK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 DO HAVE ANY U-CODES?

5 CHECK CONN & P/FIT PWR & GND TO THE VSA CU,  
ALSO CHECK F-CAN CONNECTIONS BETWEEN THE  
VSA CU AND THE PCM.

VEHICLE FROM A BODY SHOP IT HAD MAJOR RF DAMAGE.  
VSA SYS. HAS A CODE 86-1 I DID THE TECH LINE ARTICLE  
TROUBLESHOOTING FOR THIS CODE AND EVERYTHING  
CHECKS OK ANY OTHER IDEAS? IT HAS A NEW VSA UNIT  
INSTALLED NOW ALSO

NO

HAVE REPLACE THE VSA CU AND STILL CODES SAME

NO



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2942293	GREGN	12/16/2009	TOMP	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 61-1, 68-1	DEALER CAN'T DUPLICATE; CHECK G302
		Resln Source: None
		Status: N/A
		Remarks / Requestor:

<b>Dealer #:</b> <b>Dir Cont:</b> JOSH LEAN <b>Serv Ph:</b> (425) 355-7500 <b>Serv Mgr:</b> RYAN HOLMES <b>Parts Mgr:</b> SHANE PEARSON <b>Dir Name:</b> KLEIN HONDA 10611 EVERGREEN WAY SO EVERETT WA 98204 <b>Phone:</b> (425) 355-7500 <b>DPSM:</b> PETER HOLT <b>Previous Dealer/Contact</b>	<b>TZ:</b> PST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> 4253478400 <b>Zone/Dist:</b> 02A <b>Date</b>	<b>VIN:</b> 2HKYF18685H <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> ALLISTON <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61647526 <b>Em Type:</b> KA <b>RO #:</b> 60659 <b>Case Type:</b> Technical <b>W.O. #:</b>
		<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-LRES <b>WD:</b> <b>Country:</b> CAN <b>Trans #:</b> BVGA7066318

### Tech Line Suggests

12/16/2009 10:37:16 AM GREGN

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA

### Information from Dealer

PILOT BRAKES WILL GET APPLIED WITHOUT NOTICE ALSO  
 VSA LIGHT IS ON  
 [MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: VSA SYSTEM  
 (INCLUDES ABS, TCS)][KEYWORD: ]

12/16/2009 10:39:33 AM TOMP

- 4
- 5 CLEAR DTCs; DO THEY RESET?
- 6 MAKE SURE THE BATTERY IS GOOD AND FULLY CHARGED, CHECK THE CONNECTIONS, PINFITS AND TERMINAIONS.
- 7 VOLT DROP TEST THE BATTERY CABLES, SPECIALLY THE GROUND CABLE.
- 8 REPLACE BRAKE SW
- 9 CHECK G302
- 10 ALSO LEFT FOOT BRAKING CAN CAUSE THIS CODE.

JOSH  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1673185	JOHNB	10/31/2005	TOMP	6

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATION ON; NO CODE	CANNOT PRODUCE;CHK SW,GV CHKS;QUEST CUST		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 4,776
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 2HKYF18525H	<b>Err:</b>
<b>Dir Cont:</b> RUDY GARBELY	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (973) 831-9500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JEFFREY CARVER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MICHAEL WILSON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> ROUTE 23 HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
700 ROUTE 23			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
POMPTON PLAINS	NJ 07444		<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (973) 831-9500	<b>Fax #:</b> 9738310507		<b>Em Type:</b> KA	
<b>DPSM:</b> STEVEN LUCCESE	<b>Zone/Dist:</b> 05D		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

1/22/2009 10:45:42 AM	PETERB	
30		ABS, VSA AND BRAKE LIGHTS COME ON. CODES U0122, INPCM STORED, 83-1 IN ABS STORED AND 41-1 IN VTM4 STORED.
31 WHAT ARE ALL THE DTC'S YOU HAVE?		41-1 VTM4, ABS 61-1,68-1,83-186-1,112-1 U0112
32 TRANSFER TO GEN		
1/22/2009 10:51:54 AM	STEVEN	
33		SEE ABOVE
34 SO YOU CAN COMMUNICATE WITH VSA?		WELL WHEN THE ABS, VSA, AND BRAKE LIGHTS WERE ON KNOW, BUT I TURNED THE KEY OFF AND ON AND IT DID COM, BUT THE LIGHTS WERE NOT ON AT THAT TIME
35 CHK THE BATTERY CABLES FOR CORROSION AND POOR CONNECTION, CLEAN UP G302 AND CHK YOUR CONNECTION TO THE MOD. IF YOU STILL HAVE THE PROBLEM, REPLACE THE VSA MOD		OK
1/23/2009 12:00:06 PM	TOMP	
36		JEFF:
37		67000 MILES ON CAR.
38		G302 IS GOOD AND I CLEANED IT TOO.
39		REPLACED THE MODULATOR
40		NOW THE ACTIVATION INDICATOR STAYS ON ALL THE TIME; BUT THERE IS NO CODE.
1/23/2009 12:11:35 PM	TOMP	
41 MAKE SURE THE BATTERY IS GOOD; DO VOLT DROP TEST ON BATTERY CABLES.		
42 REFER TO HSN 3/08		
43 IF STILL HAVE A PROBLEM ; DO S/M TROUBLESHOOTING FOR 2005 PILOT - Symptom Troubleshooting: VSA activation indicator does not go off, and no DTCs are stored		
10/31/2005	JOHNB	
1 10/31/05 12:14:23 ISIS:----->		CUSTOMER STATES VSA LIGHT CAME ON, CAR FELT LIKE IT WAS BRAKING ON IT OWN AND MAKING A GRINDING NOISE AND WOULDN'T GO OVER 10 MPH. CUSTOMER STOPPED CAR
2		
3		
4		PUT IT INTO PARK PUT IT BACK INTO DRIVE AND PROBLEM WAS GONE. THIS IS THE SECOND TIME THIS HAS HAPPENED. THE FIRST TIME WAS 9/23/05 AND AT THAT TIME A 68-1 CODE WAS STORED IN THE VSA CONTROL UNIT. AT THIS TIME, NO CODES STORED IN VSA AND PROBLEM IS NOT REPRODUCEABLE.
5		
6		
7		
8		
9		
10 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR THIS PROBLEM?----->		NO
11 THIS PROBLEM?----->		ANY KNOWNNS;WE CANNOT PRODUCE
12 10/31/05 12:14:38 JOHNB:----->		NO SIGNS OF ANY ISSUES;BRAKES WORK GREAT
13 HOW DO THE BRAKE LOOK. ARE THEY OVERHEATED-->		
14 PLEASE SEE:		
15 HSN-05/06A MULTIPLE VSA, VTM-4, & PGM-FI DTCS (CHK G302)		
16 PLEASE QUESTION CUSTOMER MORE ON THE ACTUAL CONDITIONS LEADING UP AND DURING THIS CUSTOMER		
17		COMPLAINT;ALSO TRY TO PRODUCE THE COMPLAINT;SEE IF
18		THE CODE RESETS;CHK THE BRAKE SW
19 I HAVE ONE CALL WITH SIMULAR COMPLAINT;DEALER STATED THE BRAKES WERE DRAGGING AND FOUND THE		
20		BOOSTER TO BE THE CAUSE;NOT SURE IF THIS IS
21		NECESSARILY THE ACTUAL CAUSE OR RELATIVE TO YOU
22		CUSTOMERS CONDITION.

23 10/31/05 12:46:59 KENE:----->  
24  
25  
26  
27 CLEAN G302?----->  
28 WET FOR CUST?----->  
29 NEED TO DUP

CUST SAID IT HAPPENED AT 40 MPH IN SEP AND  
SLOWING ON A TURN THE VSA LIGHT CAME ON AND  
ACTIVATED. SAT WHEN HE WAS LEAVING WORK IT  
HAPPENED AGAIN  
DID AND CLEAN  
DRY BOTH TIMES

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2943218	CHRISV	12/17/2009	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 25	YAW?; TAKE A SNAP SHOT		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 82,062
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 2HKYF185X5H	<b>Err:</b>
<b>Dir Cont:</b> JIM OTIS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (978) 745-4980	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> MICHAEL PSOMOS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> CRAIG STEWART			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> KELLY HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
540 LYNNWAY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
LYNN	MA 01905		<b>Engine #:</b> J35A61654809	<b>Trans #:</b> BVGA7080178
<b>Phone:</b> (978) 745-4980	<b>Fax #:</b> (781) 595-5085		<b>Em Type:</b> KA	
<b>DPSM:</b> JOHN SYTULEK	<b>Zone/Dist:</b> 09H		<b>RO #:</b> 55188	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

12/17/2009 2:17:37 PM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 WHAT CODE
- 5 DOES IT CLEAR
- 6 CAN YOU DUP
- 7 NEED A SNAP SHOT

### Information from Dealer

CUST. STATES THAT WHILE DRIVING THE VSA LIGHT COMES AND THE WHEELS LOCK UP AND JERKS TO THE LEFT.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA]  
 25, A INT DEALER REPLACED THE YAW SENSOR  
 YES  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2808818	GARYR	04/21/2009	PAULI	10

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA ACTIVATE 25 83 112	MSG: REPL YAW SENSOR		
		ResIn Source:	Message center	Date: 04/30/2009
		Status:	P RCVD	Mileage: 74,264
		Remarks / Requestor:		FE Status:

<b>Dealer #:</b>		<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18525H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b>	JOSH SCHLANGE	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(530) 241-4321	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	SCOTT FRANSEN			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	JIM COPE			<b>Fact:</b>	ALLISTON
<b>Dir Name:</b>	CROWN HONDA			<b>Country:</b>	CAN
	555 WEST CYPRESS AVE.			<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L
	REDDING	CA 96001		<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>Phone:</b>	(530) 241-4321	<b>Fax #:</b>	5302415815	<b>Engine #:</b>	J35A61657116
<b>DPSM:</b>	TIM BRUSHER	<b>Zone/Dist:</b>	12A	<b>Trans #:</b>	BVGA7086135
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA
				<b>RO #:</b>	366772
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

<p>4/21/2009 3:13:58 PM GARYR</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 DID CODES CLEAR</p> <p>4 CHK BAT CON ANG G302</p> <p>5 CHK THE YAW SENSOR 2.5 V ON FLAT GROUND IF NTF SUSPECT MOD CONTACT DPSM FOR GOODWILL</p>	<p>VSA LIGHT AND VSA ACTIVATION INDICATOR LIGHT REPORTED ON. CODE 25-1, 83-1, AND 112-1 ARE STORED. CUSTOMER STATES THE VEHICLE VIBRATES AND HAS PULLED TO THE LEFT ONCE WHEN VIBRATING. CLEARED CODES AND TEST DROVE. CANNOT DUPLICATE CUSTOMER COMPLAINT.</p> <p>NO</p> <p>YES</p> <p>ALL WERE CLEAN AND TIGHT</p>
<p>4/22/2009 12:58:48 PM RUDYG</p> <p>6 04/22/2009 12:57:27 PM RUDYG(PEND TO PAUL FOR MODULATOR P/U IF REPLACED)</p>	
<p>4/22/2009 12:58:12 PM PAULI</p> <p>7 WILL FOLLOW UP FOR VSA MODULATOR</p>	
<p>4/23/2009 11:42:22 AM PAULI</p> <p>8 sas</p>	
<p>4/28/2009 10:00:16 AM RUDYG</p> <p>9 04/28/2009 10:00:44 AM RUDYG</p> <p>10 THAT IS ONLY CODE?</p> <p>11 SO YOU WERE NEVER ABLE TO GET IT TO ACTIVATE?</p> <p>12 USE HDS AND CK LAT, LONG AND YAW READINGS. ALL SHOULD BE 2.48-2.52V WHEN ON FLAT GROUND. WIGGLE TEST HARNESS NEAR MODULATOR CONNECTOR, C305 AND SEE IF V READINGS CHANGE. IF YES, CK CONNECTIONS. IF NO, REPL YAW SENSOR</p>	<p>(JOSH) WE REPLACED MODULATOR AND CAR IS BACK WITH CUST COMPLAINT OF ACTIVATION AND LIGHT BACK ON, HAS CODE 25-1.</p> <p>YES</p> <p>NO, BUT ONE TIME WHEN I HAD CLEARED CODES I HAD LEFT IT SITTING IN MY STALL AT IDLE, I CAME BACK AND IT HAD CODED 25-1</p> <p>OK</p>
<p>4/28/2009 1:38:44 PM RUDYG</p> <p>13 04/28/2009 01:39:26 PM RUDYG(CALLED DLR)</p> <p>14 CALLING FOR UPDATE ON REPAIRS</p> <p>15 OK.</p>	<p>(JOSH)</p> <p>WHILE MONITORING WITH HDS I SAW NO CHANGE IN VOLTAGES FOR YAW, LAT OR LONG. I HAVE A SENSOR CLUSTER ON ORDER</p>
<p>4/30/2009 6:34:37 AM ROBERTH</p> <p>16 MSG</p>	<p>REPL YAW SENSOR</p>
<p>4/30/2009 9:33:14 AM PAULI</p> <p>17 WILL P/U YAW SNSR</p>	
<p>4/30/2009 10:25:48 AM PAULI</p> <p>18 FAXED SHIP REQUEST</p>	
<p>5/4/2009 3:24:58 PM PAULI</p> <p>19 YAW RCVD--FRWD&gt;RUDY</p>	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2373120	CHRISV	06/14/2007	GARYR	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 27-1	SAS?; REPLACE		
2400	VTM 41-1	<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 32,609
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b>	2HKYF18525H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b>	PAUL COLE	<b>Training %:</b>	<b>Year:</b>	2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b>	(530) 758-8770	<b>Extn:</b>	<b>Tran:</b>	5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>	MARK CAMPANELLI		<b>Doors:</b>	5DR	<b>WD:</b>
<b>Parts Mgr:</b>	DAVE FORTIER		<b>Fact:</b>	ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b>	UNIVERSITY HONDA		<b>Desc:</b>	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
	4343 CHILES ROAD		<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,	
	DAVIS CA 95618		<b>Engine #:</b>	J35A61657558	<b>Trans #:</b> BVGA7087041
<b>Phone:</b>	(530) 758-8770	<b>Fax #:</b>	<b>Em Type:</b>	KA	
<b>DPSM:</b>	BARRY CHANDLER	<b>Zone/Dist:</b>	<b>RO #:</b>	88653	
<b>Previous Dealer/Contact</b>		<b>Date</b>	<b>Case Type:</b>	Technical	
			<b>W.O. #:</b>		

### Tech Line Suggests

### Information from Dealer

6/14/2007 11:54:16 AM	CHRISV	
1		VTM-4 ABS AND VSA LIGHTS ARE ON IN THE DASH CODE 27-1
2		VTM 41-1 VSA 27-1
3		DID YOU DO THE T-SHOOT FOR THE 27-1
4		IS IT PICKING ANYTHING UP ON THE DATALIST
5		CK THE DATALIST, COULD BE A BAD SENSOR
6/14/2007 1:15:40 PM	DAVIDK	
6		SENSOR READS 0 . CONNECTIONS ARE TIGHT. HAVE POWER AND GROUND.
7		INPUT TEST FROM S/M CODE 27
8		GOR FOR IT.
6/19/2007 11:50:50 AM	GARYR	
12		REPLD SAS AND VSA AND STILL CODE 27
13		WONT LET ME
14		CHK ALL CONN AND PIN FITS BETWEEN VSA C/U C301 AND SAS.
6/19/2007 11:37:32 AM	GARYR	
9		REPLD THE SAS AND VSA C/U N/C
10		5V
11		CHK C301



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3004135	RUDYG	05/06/2010	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES BY SELF	MODULATOR?; CK TIRES, YAW AND SAS READING FIRST		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 82,226
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> PST	<b>VIN:</b> 2HKYF18725H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> SHERMAN WONG	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (707) 769-4044	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> LUKE AMMANN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN HURLBERT		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HANSEL HONDA 1310 AUTO CENTER DRIVE PETALUMA CA 94952		<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
<b>Phone:</b> (707) 769-4044	<b>Fax #:</b> 7077694049	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> LARRY O'BRIEN	<b>Zone/Dist:</b> 12B	<b>Engine #:</b> J35A61658769	<b>Trans #:</b> BVGA7090193
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 0139	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

5/6/2010 3:39:12 PM RUDYG

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
  
- 4 HOW OFTEN DOES IT HAPPEN?
- 5 ONLY WHEN BRAKING?
  
- 6 CK ALL WHLS FOR SAME SIZE TIRES
- 7 CK FOR NO CROSSED RR WHL SPEED SENSOR WIRES
- 8 ALSO CK FOR YAW READING OF 2.48-2.52V
- 9 LASTLY CK Z PHASE IN DATA LIST IF AVAIL. SHOULD BE .8V WHEN WHL POINTING STRAIGHT AHEAD
- 10 IF ALL THESE CK'S ARE OK, REPL VSA MODULATOR

### Information from Dealer

CUSTOMER STATES THE VSA LIGHT COMES ON AND THE BRAKES ACTIVATE INTERMITTENTLY I ROAD TESTED WITH CUSTOMER AND HE MENTIONED THAT THIS HAPPENDS AT SLOW SPEEDS ONLY, NO DTC NO VARMETS LIVING UNDER HOOD. I LOOKED UP SERVICE NEWS JUNE 05 AND WILL CHECK THE GROUNDS ANY OTHER COMPLAINTS FOR THIS

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD: ]  
 EVERY OTHER DAY ACCORDING TO CUST. NO CODES NO, ON ACCEL AND VSA LIGHT FLASHED AND VEH SLOWED DOWN  
 OK  
 OK  
 OK  
 OK  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2749202	TOMP	01/02/2009	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA DTC: 61 & 68	FAULTY GROUND OR MODULATOR;CHECK G302		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 57,379
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18775H	<b>Err:</b>
<b>Dir Cont:</b> GLENN STILES	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (843) 572-4700	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> CLEVE MIZE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> STOKES HONDA NORTH			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
8650 RIVERS AVENUE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
NORTH CHARLESTO	SC 29406		<b>Engine #:</b> J35A61658838	<b>Trans #:</b> BVGA7090269
<b>Phone:</b> (843) 572-4700	<b>Fax #:</b> 8437642182		<b>Em Type:</b> KA	
<b>DPSM:</b> JOHN KERRIGAN	<b>Zone/Dist:</b> 06N		<b>RO #:</b> 308384	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

1/2/2009 8:13:21 AM	TOMP
1 ORIGINAL COMPLAINT	VSA LIGHT. FRONT BRAKES APPLIED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	GLENN
4 DTCs?	YES
5 WHAT ARE DTCs?	66 AND 68
6	REPLACED THE BRAKE SWITCH.
7	CAR CAME BACK
8 WHAT ARE TODAY'S DTCs?	61 & 68
9 MAKE SURE THE BATTERY IS GOOD, FULLY CHARGED; VOLT DROP TEST THE BATTERY CABLES AND CHECK G302.	
10 IF NTF; VSA MODULATOR IS FAULTY.	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2615156	KENE	05/16/2008	KENE	1

Code	Original Complaint	Probable Cause/Solution	ResIn Source:	Date:
P 4230	VSA CODE 68	FREEPLAY; CHECK BRAKE SWITCH ADJ	None	
			Status: N/A	Mileage: 29,113
		Remarks / Requestor:		FE Status:

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 2HKYF18715H	<b>Err:</b>
<b>Dir Cont:</b> RYAN SMITH	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (316) 688-6400	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> STEVEN CARMER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DOUGLAS WELICKY			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SCHOLFIELD HONDA 7017 EAST KELLOGG WICHITA KS 67207			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
<b>Phone:</b> (316) 688-6400	<b>Fax #:</b> 3166886418		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> JAMES PANARISO	<b>Zone/Dist:</b> 10G		<b>Engine #:</b> J35A61658836	<b>Trans #:</b> BVGA7090244
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 293908	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>5/16/2008 2:01:00 PM KENE</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3</p> <p>4 CHECK FOR FREEPLAY, POSSIBLE BRAKE SWITCH ADJ OR CONTAMINATION</p>	<p>VEHICLE WILL STOP ITSELF AS IF YOU WERE STANDING ON BRAKE PEDAL, WITH NO BRAKE SWITCH INPUT. BRAKE PEDAL PRESSURE SENSOR INPUT IS VERY UNSTABLE AND READS SIGNIFICANT PRESSURE W/OUT ANY BRAKE APPLICATION.</p> <p>NO</p> <p>WE ORDERED THE ABS MODULATOR, HAVE A CODE 68</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3140457	SHAWNW	04/15/2011	SHAWNW	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES WHILE DRIVING	UNKNOWN?;NEED TO VERIFY		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 71,997
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18595H	<b>Err:</b>
<b>Dir Cont:</b> WARREN LOCK	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (425) 775-7575	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN ROYCE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVEN DAVIS			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> LYNNWOOD HONDA 22020 HIGHWAY 99 EDMONDS WA 98026			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (425) 775-7575	<b>Fax #:</b> (425) 672-0505		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> PETER HOLT	<b>Zone/Dist:</b> 02A		<b>Engine #:</b> J35A61659198	<b>Trans #:</b> BVGA7090073
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 453793	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 4/15/2011 4:03:12 PM SHAWNW
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 CODES?
  - 7 NEED TO VERIFY GET A SNAP OF HAPPENING

### Information from Dealer

CUSTOMER STATES BRAKE/ABS OPERATE BY ITSELF WHILE DRIVING  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: BRAKE]  
 N  
 N  
 N  
 NONE  
 OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3075482	TOMP	10/29/2010	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	BRAKES SELF APPLY?	DEALER CAN'T DUPLICATE; NONE	
4230	VSA PROBLEM		
	<b>ResIn Source:</b>	None	<b>Date:</b>
	<b>Status:</b>	N/A	<b>Mileage:</b> 85,771
	<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 2HKYF185X5H	<b>Err:</b>
<b>Dir Cont:</b> RYAN SMITH	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (316) 688-6400	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> STEVEN CARMER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DOUGLAS WELICKY			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SCHOLFIELD HONDA 7017 EAST KELLOGG WICHITA KS 67207			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (316) 688-6400	<b>Fax #:</b> 3166886418		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> JAMES PANARISO	<b>Zone/Dist:</b> 10G		<b>Engine #:</b> J35A61659328	<b>Trans #:</b> BVGA7091615
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 348113	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

10/29/2010 1:22:35 PM TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 CAN YOU DUPLICATE THE COMPLAINT?
- 6 HOW MANY TIMES HAS THIS HAPPENED?
- 7 HOW CAN I HELP YOU?
- 8
- 9 THAT IS THEIR CHOICE.
- 10 REVIEW "CASES" AND "KBs"
- 11 NO KNOWN PROBLEMS.

### Information from Dealer

CUSTOMER SAID THE VEHICLE STOPPED ITSELF VIOLENTLY WITHOUT FOOT ON BRAKE PEDAL. COULD NOT RECREATE D TC.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
[KEYWORD: VSA]

RYAN

NO

ONE TIME.

THE CUSTOMER HAS A BUNCH OF INFO OFF THE INTERNET THAT SAYS THE VSA MODULATOR IS FAULTY. THEY DO NOT WANT TO DRIVE THE CAR...

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3273278	TROYS	04/03/2012	TROYS	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA ACTIVATES	MOD; REPLACE	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 174,299
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18745H	<b>Err:</b>
<b>Dlr Cont:</b> SEAN PAIGE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (609) 386-2600	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> JOHN SCHUCK			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> WILLIAM HOWARD			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> WILLIS HONDA			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
1201 ROUTE 130 NORTH			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
BURLINGTON NJ 08016			<b>Engine #:</b> J35A61659892	<b>Trans #:</b> BVGA7092975
<b>Phone:</b> (609) 386-2600	<b>Fax #:</b> 6093867535		<b>Em Type:</b> KA	
<b>DPSM:</b> ANDREW MCGOWAN	<b>Zone/Dist:</b> 05J		<b>RO #:</b> 310928	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

4/3/2012 12:02:17 PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPLACE THE MOD

### Information from Dealer

VSA ENGAGES ON ITS OWN  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: VSA]  
 ONE TIME CUST STATES MORE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2450134	LANCEK	09/19/2007	LANCEK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODULATES ON TURNS	CONN; CHECK CONN & P/FIT PWR & GND TO VSA CU		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 68,238
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 2HKYF18725H	<b>Err:</b>
<b>Dir Cont:</b> JUAN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 210-928-1500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> LINDEN MAYFIELD			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICHARD ROBLES			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> FERNANDEZ HONDA			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
8015 IH-35 SOUTH			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
SAN ANTONIO	TX 78224		<b>Engine #:</b> J35A61660654	<b>Trans #:</b> BVGA7094805
<b>Phone:</b> (210) 928-1500	<b>Fax #:</b> 2105070355		<b>Em Type:</b> KA	
<b>DPSM:</b> JERRY MEADE	<b>Zone/Dist:</b> 03B		<b>RO #:</b> 69447	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

9/19/2007 11:20:02 AM LANCEK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 THE VSA IS MODULATING?
- 4 CODES?
- 5 CHECK CONN & P/FIT PWR & GND TO THE VSA MODULATOR, MONITOR WHEELS SPEED SENSORS.

### Information from Dealer

CS WHEN STEERING WHEEL IS TURNED ALL THE WAY TO EITHER SIDE THE VEHICAL DOES NOT WANT TO ACCEL VSA LIGHT WILL BE ON AND FEELS LIKE SOMETHING IS HOLDING IT BACK.

NO  
YES  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3190053	CHRISR	08/31/2011	CHRISR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA STOPS SELF	MODULATOR?; REPLACE	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 67,752
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18735H	<b>Err:</b>
<b>Dir Cont:</b> CHRIS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (661) 255-5551	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b>			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BILL SCOTT			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> POWER HONDA VALENCIA			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
23551 MAGIC MT. PKWY			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
VALENCIA CA 91355			<b>Engine #:</b> J35A61661078	<b>Trans #:</b> BVGA7095851
<b>Phone:</b> (661) 255-5551	<b>Fax #:</b> (661) 259-0850		<b>Em Type:</b> KA	
<b>DPSM:</b> DIANA MONTES	<b>Zone/Dist:</b> 01C		<b>RO #:</b> 555554	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 8/31/2011 1:16:41 PM CHRISR
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 BRAKE SW>
  - 8 IF SAW BRAKE PRESSURE WITHOUT SWITCH, IT WILL CODE AND IF VSA APPLIED SELF THIS COULD HAPPEN, I WOULD VFY INPUTS THEN REPLACE MODULATOR

### Information from Dealer

THE CAR WILL STOP BY ITSELF. THE CAR CYCLES THRU ABS MODE AND THE CAR IS PULSATING AND MAKES YOU COME TO A STOP.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]

[KEYWORD: BRAKES]

N

N

N

DTC 63

YES



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2958544	RUDYG	01/22/2010	PAULI	10

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATE BY SELF?	MODULATOR; REPLACE MODULATOR		
		<b>ResIn Source:</b>	Spoke w/ Dealer	<b>Date:</b> 01/26/2010
		<b>Status:</b>	P RCVD	<b>Mileage:</b> 49,596
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> MST	<b>VIN:</b> 2HKYF18765H [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> JONATHAN	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (801) 553-5100	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> CHRISTIE NICHOLS		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MARC WRIGHT		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> STOCKTON #12 HONDA 10860 SO.AUTOMALL DR. SANDY UT 84070		<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> J35A61661457	<b>Trans #:</b> BVGA7096961
<b>Phone:</b> (801) 553-5100	<b>Fax #:</b> 8015535185	<b>Em Type:</b> KA	
<b>DPSM:</b> KELLY GOODWIN	<b>Zone/Dist:</b> 10F	<b>RO #:</b> 221312	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

<p>1/22/2010 10:08:42 AM RUDYG</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 ISIS SEARCH CRITERIA</p> <p>4 TIRES ALL SAME SIZE AND BRAND</p> <p>5 GET A SNAPSHOT OF STRAIGHT LINE ACCEL FROM A STOP TO ABOUT 25-28 MPH THEN BACK TO ZERO. LOOK AT WHL SPEEDS AND MAKE SURE ALL READ ABOUT THE SAME, NO MORE THAN 2 MPH DIFF BETWEEN</p> <p>6 ALSO CK YAW, LAT AND LONG, WHEN VEH STOPPED ALL SHOULD READ 2.48-2.52V</p> <p>7 ON ACCEL LONG WILL CHANGE BUT LAT SHOULD STAY ABOUT THE SAME</p> <p>8 IF LAT CHANGES WITH LONG, CALL BACK</p> <p>9 IF READINGS HERE ARE OK, REPL MODULATOR</p> <p>10 WE WILL WANT OLD ONE IF YOU REPL IT</p> <p>11 (PEND TO PAUL FOR PICKUP)</p>	<p>LOOKING FOR ANY INFORMATION FOR A CUSTOMERS COMPLAINT OF THERE ABS SYSTEM IS COMING ON WHILE DRIVING ANY COMPLAINTS ??</p> <p>[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: BRAKES] [KEYWORD: BRAKES]</p> <p>YES, OK</p> <p>OK</p> <p>OK</p> <p>OK</p> <p>OK</p> <p>OK</p> <p>OK</p>
<p>1/22/2010 10:32:51 AM PAULI</p> <p>12 WILL FOLLOW UP FOR VSA MODULATOR</p>	
<p>1/26/2010 9:14:54 AM PAULI</p> <p>13</p> <p>14</p> <p>15 THANKS</p> <p>16 FAXED SHIP REQ</p>	<p>CHRISTIE, S/A</p> <p>WE RPLCD BRKE SW PER RO 221312</p>
<p>1/27/2010 10:01:26 AM RAYD</p> <p>17</p> <p>18 DESCRIBE TO ME WHAT HAPPENED?</p> <p>19 ANY DTC'S SET?</p> <p>20 G302 IS GOOD,</p> <p>21 REPLACE THE MODULATOR</p>	<p>I DUPLICATED THE PROBLEM 2X; NEW RO NUMBER IS 221463</p> <p>I WAS JUST DRIVING, STARTED SLOWING DOWN TO A STOP LIGHTLY PRESSING ON THE BRAKE PEDAL, WHEN IT GRABBED THE BRAKE PEDAL AND SLAMMED ON THE BRAKES, THEN HAPPENED AGAIN</p> <p>NONE</p> <p>YES,</p>
<p>1/27/2010 11:09:06 AM PAULI</p> <p>22 WILL P/U</p> <p>23 FAXED SHIP REQUEST</p>	
<p>1/27/2010 12:59:07 PM PAULI</p> <p>24</p> <p>25</p> <p>26 NOW, IT LOOKS LIKE A VSA MODULATOR WAS BEING ORDERED?</p> <p>27 WHEN RPLCD, PLSE SEND THE MODULATOR TO ME</p>	<p>PEGGY,</p> <p>THE BRKE SW WAS TAKEN BY THE CUSTOMER. I BELIEVE IT WAS A CUSTOMER PAY REPAIR</p> <p>YES, I SEE IT ORDERED.</p> <p>OK</p>
<p>2/3/2010 11:04:03 AM PAULI</p> <p>28 NO CLM?</p>	
<p>2/4/2010 11:33:17 AM PAULI</p> <p>29 NO CLM?</p> <p>30 sas</p>	
<p>2/8/2010 11:31:03 AM PAULI</p> <p>31 VSA MOD RCVD; FRWD&gt;RAYD</p>	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3036718	DAVIDK	07/27/2010	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 83-1 86-1 112-1	POWER GROUND TO MODULATOR?; INSPECT		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 58,328
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18585H	<b>Err:</b>
<b>Dir Cont:</b> DA NGUYEN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (253) 833-7900	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> STEVE AUBE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MICHIO WINTERS			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HINSHAW'S HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
2605 AUBURN WAY NORTH			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
AUBURN WA 98002			<b>Engine #:</b> J35A61661526	<b>Trans #:</b> BVGA7097110
<b>Phone:</b> (253) 833-7900	<b>Fax #:</b> 2538338631		<b>Em Type:</b> KA	
<b>DPSM:</b> PHIL HEINZMAN	<b>Zone/Dist:</b> 02B		<b>RO #:</b> 616660	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

7/27/2010 10:13:57 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 (BAD PHONE CONNECTION). CK POWER AND GROUND TO VSA. CLEAN GROUND. TRY TO REPRODUCE AND TEST IN FAIL MODE

VSA, ABS, AND BRAKE LIGHTS ARE ON.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: ABS]

83-1 86-1 112-1 IN ABS THEN LOST COM W UNIT. DISCONNECTED ALL WHEEL SPEEDS. STILL COULD NOT COM W ABS. AFT FEW CYCLE OF IGN SW IT BEGAN TO COM W HDS CODES CLEAR

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3013630	MARKP	06/01/2010	MARKP	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 68-1	FBF: REPLACED VSA MOD		
		<b>ResIn Source:</b>	Feedback forms	<b>Date:</b> 06/04/2010
		<b>Status:</b>	N/A	<b>Mileage:</b> 87,061
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 2HKYF18765H	<b>Err:</b>
<b>Dir Cont:</b> RICK RAGER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (708) 364-2600	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> BRYAN TUSCHER			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> BOB MADIA			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> COMMUNITY HONDA OF ORLAND PARK 8340 W. 159TH STREET ORLAND PARK IL 60462			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
<b>Phone:</b> (708) 364-2600	<b>Fax #:</b> 7083642461		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> GEORGE MARIS	<b>Zone/Dist:</b> 08E		<b>Engine #:</b> J35A61661917	<b>Trans #:</b> BVGA7098207
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 341159	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

6/1/2010 12:54:25 PM MARKP

- 1 QORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 HOW LONG HAVE THEY OWNED THE CAR
- 5 WHERE DOES THE T/S LEAD YOU
- 6 OK TD WITH CUST WITH HDS HOOKED UP PULL DATA LIST HAVE THEM TD AND MONITOR BRK SW INPUT TO SEE IF LEFT FOOTED BRK DRV
- 7 IF NOT SWAP VSA MOD AND RECHECK

### Information from Dealer

VSA LIGHT CAME ON, CODE 68-1. BRAKE SWITCH WAS REPLACED SATURDAY.

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA]  
ORIGINAL  
KIND OF VAUGE IN THE TS  
OK

OK THANKS

6/4/2010 5:21:17 AM MARKP

- 8 FBF:

REPLACED VSA MOD FIXED THE CAR

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2605454	CHRISV	05/01/2008	KEITHC	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	BRAKES LOCKED UP	REPLACE ALL CONTAMINATED COMPONETS	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 52,970
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 2HKYF18725H	<b>Err:</b>
<b>Dir Cont:</b> CHRISTOPHER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (915) 544-9100	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> CARLYLE MEEKS			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RUBEN ALVARADO			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> RUDOLPH HONDA			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
5655 SOUTH DESERT BLVD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
EL PASO TX 79932			<b>Engine #:</b> J35A61662636	<b>Trans #:</b> BVGA7100384
<b>Phone:</b> (915) 544-9100	<b>Fax #:</b> 9152980363		<b>Em Type:</b> KA	
<b>DPSM:</b> CHRISTIAN CRUZ	<b>Zone/Dist:</b> 10E		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 5/1/2008 9:57:12 AM CHRISV
- 1
  - 2 WHAT WAS THE WEATHER CONDITIONS
  - 3 WAS SHE USING THE BRAKES
  - 4 WHERE WAS SHE DRIVING
  - 5 WHAT SHE DO TO MAKE IT UNLOCKED
  - 6 ANY FLAT SPOTS ON THE TIRES
  - 7 CAN YOU DUP ANY ISSUES
  - 8 WAS THIS THE FIRST TIME
  - 9 WHAT HAVE YOU DONE
  - 10 ANY CODES
  - 11 WHEN THE BRAKES LOCKED UP DID THE CAR SKID AND CAUSE SMOKE FROM THE TIRES
  - 12 MON DATALIST FOR BRAKE SW PRESS AND WHEEL SPEED. ASLO TEST DRIVE W/ THE CUST TO SEE IF THEY ARE A 2 FOOTED DRIVER

### Information from Dealer

CUST STATES WHILE DRIVING THE BRAKES LOCKED UP BY THEM SELF  
 DRY AND SUNNY  
 NO  
 HWY GOING 60 MPH  
 THE CAR CAME TO A STOP AND SHE HAD IT TOWED  
 NO  
 NO  
 YES  
 WE HAD THE FLUID TESTED AND NPF  
 NO  
 THATS WHAT THE CUST SAID IT DID

- 5/20/2008 1:11:19 PM KEITHC
- 13
  - 14 BEEN SERVICED BY INDIPENDENT
  - 15 REPLACE ALL CONTAMINATED COMPONETS

LAB SAID FLUID HAS 2% CONTAMINATION, PETROLIUM  
 NO HISTORY

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2512793	KENE	12/13/2007	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM INTER	UNKNOWN; NEED TO DUPLICATE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 39,371
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	CST	<b>VIN:</b> 2HKYF18725H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> CHARLIE CUPP	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (608) 829-1118	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> CHARLIE CUPP			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> MICHAEL NACHTIGAL			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> ZIMBRICK HONDA SERVICE CENTER 430 GRAND CANYON DRIVE MADISON WI 53719			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
<b>Phone:</b> (608) 829-1118	<b>Fax #:</b> (608) 829-2088		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MICHAEL CLARK	<b>Zone/Dist:</b> 08C		<b>Engine #:</b> J35A61662711	<b>Trans #:</b> BVGA7100807
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 326031	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

12/13/2007 7:42:04 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CAN YOU DUP

4 NEED TO DUPLICAE

### Information from Dealer

GUEST DROVE 8 MILES AND BRAKES WERE KICKING ON EVERY 30 SECONDS WHEN NOT APPLIED GUEST STOPPED AND GOT GAS AFTER 8 MILES AND WHEN RE-DROVE PROBLEM WASGONE. NO CODES OR PROBLEMDS FOUND DURING OUR INSP ECTION. HAD A NOISE POSSIBLE ABS? AND WE HAVE HAD SOME SIGNIFICANT SNOW LATELY. ANY IDEAS?

NO

NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2828355	CHRISR	06/02/2009	JOHNB	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 61-1, 68-1	BRK SW?; MONITOR BRK PRESS ON DATA, TAKE SNAP		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 38,737
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HKYF18675H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JASON CARLSON	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (518) 587-9300	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> JOHN STORTECKY		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RALPH BRYANT		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SARATOGA HONDA 3402 ROUTE 9 SARATOGA SPRING NY 12866		<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (518) 587-9300	<b>Fax #:</b> 5185870846	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> KEITH MANNING	<b>Zone/Dist:</b> 09C	<b>Engine #:</b> J35A61663715	<b>Trans #:</b> BVGA7103100
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 473982	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

6/2/2009 10:49:10 AM CHRISR

- 1 ORIGINAL COMPLAINT
  
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 MONITOR BRK PRESS ON DATALIST, CK BRK SW ADJ
- 4 GET MORE INFO ON OCCURANCE FREQUENCY AND CONDITIONS

### Information from Dealer

OWNER REPORTS THAT BRAKES SEEM TO LOCK UP DRIVING DOWN THE ROAD AND A GRINDING NOISE IS HEARD WHILE CAR SLOWS DOWN. CODE 61-1 BATTERY VOLTAGE FAILURE AND 68-1 BRAKE SWITCH FAILURE WERE STORED IN THE TCS SECTION OF HDS. NO LIGHTS WERE ON AND DID NOT DUPLICATE COMPLAINT.

NO  
OK  
OK

6/4/2009 7:32:24 AM JOHNB

- 5
- 6 CHK POWERS, GROUNDS, AND CONNECTIONS AT VSA MODULATOR; CHK FOR OVER OR UNDERSIZED TIRES; CHK BRAKE SW AND ADJUSTMENT; IF ALL OK, ADVISE REPLACEMENT OF VSA MODULATOR; PLEASE DIRECT TO DPSM FOR THAT DECISION

STILL CANNOT PRODUCE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2649379	CHRISV	07/14/2008	KEITHC	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 71 68	TIRE; GREASE SPOT CK		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 28,487
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18695H	<b>Err:</b>
<b>Dir Cont:</b> MARVIN ZAPANTA	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (415) 441-2000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> YIN-KIT YAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> WAI CHIU			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> SAN FRANCISCO HONDA 10 S. VAN NESS AVENUE SAN FRANCISCO CA 94103			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
<b>Phone:</b> (415) 441-2000	<b>Fax #:</b> 4159135180		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ROBERT GIBBONS	<b>Zone/Dist:</b> 12G		<b>Engine #:</b> J35A61663773	<b>Trans #:</b> BVGA7103317
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 711074	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 7/14/2008 9:52:59 AM      CHRISV
- 1 ORIGINAL COMPLAINT
  
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 PREVIOUS REPAIR DESCRIPTION
  
  - 4 CK TIRES
  - 5 GREASE SPOT TIRES IF 7/8" OR MORE IT WILL CAUSE THIS ISSUE

### Information from Dealer

CUSTOMER STATES VEHICLE WILL HAVE AN ABRUPT STOP WHILE CRUISING IN A LOW SPEED.VSA AND EXCLAMATION LIGHT HAD STAYED ON. NOW ITS OFF AFTER HE RESTARTEDIT YESTERDAY. I CHECKED FOR DTC . HAS TWO DTC. D TC71 AND DTC68. I HAD ROAD TESTED VEHICLE AND DIDNT VERIFY. THIS IS A REPEAT CUSTOMER FOR THIS COMPLAINT.

YES

WE HAD REPLACED TRANSMISSION THINKING IT WAS TRANS. BUT SAME COMPLAINT IS STILL PRESENT. WE HAD ALSOREPLACED ONE TIRE ON R/R.

WE HAD REPLACED ONE TIRE IN THE PAST

- 7/14/2008 12:40:06 PM      KEITHC
- 6
  - 7 CODES
  - 8 POSS MODULATOR

DID GREASE SPOT CK, ALL TIRES SAME SIZE, VSA CODE 71, 68



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2465087	DAVEM	10/09/2007	DAVEM	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	CAR CODE 83-1, 86-1, 112-1	VSA CU; RPLC PER S/M T/S		
		<b>Resln Source:</b> None	<b>Date:</b>	
		<b>Status:</b> N/A	<b>Mileage:</b> 38,759	
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>	

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18705H	<b>Err:</b>
<b>Dlr Cont:</b> STEPHEN	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (864) 234-6632	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> DON FOOTE			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> FLOYD MARSHALL			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> BREAKAWAY HONDA 330 WOODRUFF RD. GREENVILLE SC 29607			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>Phone:</b> (864) 234-6632	<b>Fax #:</b> 8642340355		<b>Engine #:</b> J35A61663886	<b>Trans #:</b> BVGA7103358
<b>DPSM:</b> PER BOLLNER	<b>Zone/Dist:</b> 06J		<b>Em Type:</b> KA	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>RO #:</b> 242842	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 10/9/2007 8:11:43 AM DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  - 4 DO YOU HAVE A U0122 OR VTM-4 41-1?
  - 5 DID YOU DO THE S/M T/S FOR THESE OTHER CODES?
  - 6 CHK G302?
  - 7 CHK G302> DO S/M T/S FOR U0122 1ST

### Information from Dealer

CAR CODE 83-1 86-1 112-1 ABS VSA TCS LIGHT  
NO  
I THINK I HABVE A BAD MOD. WHAT HAVE YOU SEEN?  
LET ME CHK... YES I HAVE BOTH TOO  
I JUST FOUND OUT I HAD THEM  
???

10/9/2007 10:28:40 AM DAVEM

- 8
- 9 NOPE. SWAP A KG VSA CU

DID S/M T/S AND IT LED ME TO SUB A KG VSA CU. ALL  
CNNCTRS AND G302 WERE OK. ANYTING ELSE?  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3059824	TOMP	09/21/2010	CHRISV	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA DTC 61, 83, 68, 86	VSA MOD; REPLACE
		Resin Source: None
		Date:
		Status: N/A
		Mileage: 110,146
		Remarks / Requestor:
		FE Status:

<b>Dealer #:</b> <b>Dlr Cont:</b> ROY KECK <b>Serv Ph:</b> (479) 521-3813 <b>Serv Mgr:</b> ROY KECK <b>Parts Mgr:</b> JOHN CUMMINGS <b>Dlr Name:</b> HONDA OF FAYETTEVILLE 1384 WEST SHOWROOM DR. FAYETTEVILLE AR 72704 <b>Phone:</b> (479) 521-3813 <b>DPSM:</b> RON CRISS <b>Previous Dealer/Contact</b>	<b>TZ:</b> CST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> 4792512181 <b>Zone/Dist:</b> 10A <b>Date</b>	<b>VIN:</b> 2HKYF18675H [REDACTED] <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> ALLISTON <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61665283 <b>Em Type:</b> KA <b>RO #:</b> 145765 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-LRES <b>WD:</b> <b>Country:</b> CAN <b>Trans #:</b> BVGA7106819
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### Tech Line Suggests

9/21/2010 1:10:45 PM	TOMP
1 ORIGINAL COMPLAINT  2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA  4 5 CAN YOU DUPLICATE THE COMPLAINT? 6 DTCs? 7 CLEAR DTCs; DO THEY RESET? 8 CHECK G302, PINFITS, CONNECTIONS, TERMINATIONS. 9 REVIEW "CASES" AND "KBs"	CUSTOMER STATES VSA LAMP CAME ON, THEN BRAKES LOCKED UP, VEHICLE CAME TO A STOP. VEHICLE DOING SAMETIME NOW.  [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ] [KEYWORD: ACTIVAT] BRIAN: NO YES 61, 83, 68, 86, 112-1 P0112 NO

### Information from Dealer

9/21/2010 1:29:48 PM	CHRISV
10  11 CK BATTERY AND CHARGE SYSTEM, IF OK REPLACE THE VSA MOD	WE TALKED TO THE CUST AND HE CHANGED HIS STORY, BRAKES DID NOT LOCK UP. ABS BUT MOD. WE HAVE NOT BEEN ABLE TO DUP. CLEANED G302.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2514946	TOMP	12/17/2007	TOMP	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 66-1 & 68-1	GROUND OR MODULATOR; CHECK G302 FOLLOW S/M		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 28,648
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF185X5H	<b>Err:</b>
<b>Dir Cont:</b> DON BENSON	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (503) 255-8345	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN GERACI			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEITH GEORGE			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> RON TONKIN HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
300 S.E. 122ND AVENUE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
PORTLAND	OR 97233		<b>Engine #:</b> J35A61665541	<b>Trans #:</b> BVGA7107438
<b>Phone:</b> (503) 255-8345	<b>Fax #:</b> (503) 408-4392		<b>Em Type:</b> KA	
<b>DPSM:</b> JASON RUST	<b>Zone/Dist:</b> 02C		<b>RO #:</b> 107371	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

12/17/2007 11:04:03 AM TOMP  
1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 CAN YOU DUPLICATE THE COMPLAINT?
- 5 WHEN DID PROBLEM START?
- 6 HOW MANY TIMES?
- 7 CLEAR DTCs; DO THEY RESET?
- 8 REVIEWED "CASES" AND "KBs"
- 9 CHECK BRAKE SWITCH ADJUSTMENT
- 10 CHECK G302
- 11 FOLLOW S/M TROUBLESHOOTING FOR DTCs.

I HAVE A CUSTOMER WHO HAD HIS VEHICLE TOWED IN FOR IT BINDING WHILE TURNING THE STEERING WHEEL WHILE GOING VERY SLOW IN PARKING LOTS. HE SAID WHEN IT HAPPENED THE ABS LIGHT CAME ON. IT DOES HAVE A 66-1 AND 68-1 IN THE ABS/TCS/VSA SYSTEM. I HAVE NOT BEEN ABLE TO DUPLICATE IT AS OF YET. I WANTED TO TALK TO YOU FOR ANY SUGGESTIONS. IT ALSO HAS ALL FOUR TIRE PRESSURE LOW CODES IN THE PCM. I CHECKED THE TIRE PRESSURES AND THEY ARE OK AT THIS TIME.

NO  
DON  
NO  
RECENTLY, LAST SATURDAY.  
SAID HAPPENED 3 DIFFERENT TIMES ON SATURDAY.  
NOT SO FAR.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3050447	CHRISV	08/27/2010	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA MODS ON OWN CODE 25-1	YAW SENSOR; REPLACE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 60,380
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18515H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> LARRY LEK	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (425) 355-7500	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> RYAN HOLMES			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> SHANE PEARSON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> KLEIN HONDA			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
10611 EVERGREEN WAY SO			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
EVERETT WA 98204			<b>Engine #:</b> J35A61666985	<b>Trans #:</b> BVGA7110389
<b>Phone:</b> (425) 355-7500	<b>Fax #:</b> 4253478400		<b>Em Type:</b> KA	
<b>DPSM:</b> PETER HOLT	<b>Zone/Dist:</b> 02A		<b>RO #:</b> 607916	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 8/27/2010 1:49:21 PM CHRISV
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4 ANY CODES
  - 5 DUP ANY ISSUES
  - 6 FIRST TIME FOR THIS
  - 7 DID THE CUST SAY HOW OFTEN IT HAPPENS OR WHAT THEY ARE DOING WHEN IT HAPPENS
  - 8 POSS YAW SENSOR

### Information from Dealer

CUSTOMER STATES THAT VSA WILL COME ON AT TIMES AND VEHICLE WILL PULL TO ONE SIDE AS IF ONE FRONT BRA KES ENGAGE.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: 25]  
 HAD A 61-1 AND 25-1, THEY CLEARED OUT  
 NO  
 NO, BEEN HERE BEFORE  
 ITS ONCE IN A WHILE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2974880	STEVEN	03/01/2010	DAVEM	2

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA CODE 108	3/2: SAS; REPLACED FOR FIX		
		<b>Resln Source:</b>	Spoke w/ Dealer	<b>Date:</b> 03/02/2010
		<b>Status:</b>	N/A	<b>Mileage:</b> 33,867
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 2HKYF18665H	<b>Err:</b>
<b>Dlr Cont:</b>	STEVEN	<b>Training %:</b>		<b>Year:</b>	2,005
<b>Serv Ph:</b>	(717) 274-5936	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	JASON BAAB			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	MATTHEW DISHONG			<b>Fact:</b>	ALLISTON
<b>Dlr Name:</b>	EBERSOLE HONDA 1900 CUMBERLAND STREET LEBANON PA 17042			<b>Desc:</b>	PILOT 5DR EX-L RES 6CYL 255.0 HP
<b>Phone:</b>	(717) 274-5936	<b>Fax #:</b>	7172727455	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>DPSM:</b>	WALTER	<b>Zone/Dist:</b>	05M	<b>Engine #:</b>	J35A61668671
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Trans #:</b>	BVGA7114868
				<b>Em Type:</b>	KA
				<b>RO #:</b>	16073
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

- 3/1/2010 7:50:27 AM STEVEN
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4 CAN YOU VERIFY THE COMPLAINT.
  - 5 ANY DTC'S?
  - 6 NO 27
  - 7 TAKE A SNAPSHOT OF THE YAW AND LATERAL SENSOR, SAS AND ALL 4 WHEEL SPEED SENSORS
  - 8 USE THE LINE GRAPH MODE TO DETERMINE IF ANY INPUTS ARE NOT READING CORRECTLY (EXPLAINED HOW EACH SENSORS VALUE SHOULD CHANGE)

### Information from Dealer

ABS APPLYS WHEN TURNING ON ACCEL AND DECEL VSA LIGHT ON WHEN PROBLEM OCCURS

[MODEL: PILOT][YEAR: 2005][PUBID: ][SUBJECT: ][KEYWORD: VSA SENSOR]

YES DOES IT JUST ABOUT EVERY TIME

YES 108

NO

3/2/2010 12:10:51 PM DAVEM

- 9
- 10 OK, THX FOR THE CB

THE PROBLEM WAS THE SAS. REPLACED IT AND ALL OK NOW. THE SAS WAS DROPPING OUT ON THE LINE GRAPH

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3067510	STEVEN	10/11/2010	CHRISV	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	C/S BRAKES APPLIED ON ITS OWN	VSA MOD; REPLACE	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 58,360
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HKYF18795H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> TONY GENTILE	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (617) 965-8200	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> ANTHONY SALTALAMACCHIA		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RALPH VOGT		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HONDA VILLAGE		<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
371 WASHINGTON STREET		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
NEWTONVILLE MA 02458		<b>Engine #:</b> J35A61669819	<b>Trans #:</b> BVGA7117498
<b>Phone:</b> (617) 965-8200	<b>Fax #:</b> 6179653743	<b>Em Type:</b> KA	
<b>DPSM:</b> CHERYL COTTER	<b>Zone/Dist:</b> 09G	<b>RO #:</b> 440496	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

10/11/2010 10:31:27 AM STEVEN

1 ORIGINAL COMPLAINT	C/S BRAKES ACTIVATED AND CAR ABRUPTLY STOPPED ON ITS OWN 2 TIMES
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]
4 CAN YOU VERIFY THE COMPLAINT?	[KEYWORD: ABS]
5 ANY SIGNS OF BRAKE DAMAGE TO THE ROTORS AND PADS	NO CANNOT
6 WHAT CODES?	NO, I WAS SUSPECTING YAW OR SAS BUT I DID NOT SEE ANYTHING WRONG WITH THE INPUTS, I DID HAVE CODES THOUGH
7 IF YOU CLEAR THE CODES DID ANY RETURN?	61-1, 68-1, 112-1
8 WHEN DOES THIS HAPPEN FOR THE CUSTOMER, DRIVING STRAIGHT OR TURNS	NO THEY DID NOT
9 ANY SIGNS OF ACCIDENT DAMAGE?	NO SURE THAT QUESTION WAS NOT ASKED
10 DID THE CUSTOMER NOTICE IF THE ACTIVATION LIGHT FLASHED WHEN THE PROBLEM OCCURED?	I QUICKLY LOOKED OVER THE VEHICLE, DIDNT NOTICE ANYTING
11 CHK FOR A POOR OR PAINTED GROUND, CHK THE VSA MODULATOR CONNECTOR	I'LL ASK
12 GET AS MUCH INFO AS POSSIBLE AND DUPLICATE, IF YOU CAN DUPLICATE SEND A SNAP SHOT TO TECH LINE	

10/11/2010 1:40:19 PM STEVEN

13	CUSTOMER STATES THE PROBLEM HAPPENED TWICE, AT 15 MPH AND AROUND 35 MPH, BRAKES LOCKED UP, SHE COULD FEEL THE ABS MODULATING.
14 INPSECT GROUND DG302	
15 DO ALL 4 TIRES MATCH	YES THEY DO
16 GREASE SPOT OR USE CHALK TO MEASURE	

10/21/2010 9:40:21 AM CHRISV

17	ALL THE TIRES ARE THE SAME SIZE. WE DID FIND THE RT RR STRUT LEAKING OIL.
18 ANY CODES	61-1 68-1 112-1
19 DO THEY CLEAR	YES
20 CAN YOU DUP	NO, DRIVEN OVER 100 MILES
21 CK CHARGING SYSTEM AND BATTERY	GOOD
22 INSPECT G302	ITS GOOD
23 REPLACE THE VSA MOD	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3158459	TROYS	06/07/2011	RAYD	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES BRAKING;	MODULATOR;REPLACE MODULATOR;		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 63,481
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18545H	<b>Err:</b>
<b>Dlr Cont:</b> NIKAB	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (559) 297-1000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> NOEL DAVID			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> TERRY AYERS			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> HONDA NORTH			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
750 W. HERNDON AVENUE			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
CLOVIS CA 93612			<b>Engine #:</b> J35A61670349	<b>Trans #:</b> BVGA7118792
<b>Phone:</b> (559) 297-1000	<b>Fax #:</b> 5592971058		<b>Em Type:</b> KA	
<b>DPSM:</b> RON HALEM	<b>Zone/Dist:</b> 12H		<b>RO #:</b> 274203	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 6/7/2011 3:44:58 PM TROYS
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 MONITOR WHEEL SENSORS AND VEH SPEED

### Information from Dealer

ABS KICK IN WHEN BRAKE ,LIGHT BRAKE AND AFTER TAKEFOOT OFF THE PEDAL ,THE ABS STILL KICK IN [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ] [KEYWORD: ABS]

REPLACED THE BRAKE SWITCH NOW IT HAPPENS ALL THE TIME

6/7/2011 4:09:31 PM RAYD

- 7
- 8 REPLACE MODULAOR

ALL WHEELS ARE SHOWING 19 MPH, AS SOON AS YOU TAKE YOUR FOOT OFF THE ACCEL IT ACTIVATES, AND ACTIVATES ALL BY ITSELF;



## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3116731	DAVIDK	02/10/2011	HANKS	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4170	BRAKE PRFRMC, DRAG	DRAG?; NEED MORE INFO	
		<b>ResIn Source:</b>	None
		<b>Status:</b>	N/A
		<b>Remarks / Requestor:</b>	
		<b>Date:</b>	
		<b>Mileage:</b>	91,073
		<b>FE Status:</b>	

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18585H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JIM VUE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (916) 783-5667	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> GREG LEATHERMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEVIN DUELL			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> Autowest Honda of Roseville 230 AUTO MALL DR. ROSEVILLE CA 95661			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
			<b>Engine #:</b> J35A61670351	<b>Trans #:</b> BVGA7118794
<b>Phone:</b> (916) 783-5667	<b>Fax #:</b> 9167839210		<b>Em Type:</b> KA	
<b>DPSM:</b> BARRY CHANDLER	<b>Zone/Dist:</b> 12C		<b>RO #:</b> 536191	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

2/10/2011 9:44:15 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 ANY MORE INFO ON SYMPTOM, BRAKE DRAGGING, LIGHTS
- 7 GET W CUST. ASK ABOUT HOW IT FELT LEADING TO PROBLEM AND HOW IT FELT AFT.

### Information from Dealer

CUSTOMER STATES WHEN DRIVING IN A PARKING LOT AT SLOW SPEEDS ALL OF A SUDDEN WHEELS LOCK UP. PLENTY OF PADS. BRAKE FLUID CLEAN, CAP O RING NOT SWOOLEN  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: BRAKE]  
 N  
 N  
 NONE  
 NOTHING

2/10/2011 11:07:45 AM HANKS

- 8
- 9 WHAT DID CUSTOMER SAY
- 10 DOES IF FEEL LIKE IT IS SLOWING DOWN - OR LOCKING UP
- 11 ROTORS BLUE?
- 12 AFTER MARKET PADS
- 13 HOW FAR HAVE YOU DRIVEN
- 14 NO LEAKS SWOLLEN SEALS
- 15 ABS SENSORS
- 16 CODES STORED
- 17 NOT A TRANS PROBLEM?? SLIPPING??
- 18 ALL I CAN TELL YOU IS KEEP DRIVING IT - OR HAVE CUST DUPLICATE FOR YOU HOW / WHEN THIS OCCURS. MODUALTOR?

C/B ON ABOVE  
 HAPPENS EVERY SO OFTEN  
 CUST SAYS LOCKING UP  
 NO  
 NO  
 A BOUT 5 CITY MILES  
 NO  
 ALL LOOK GOOD  
 NONE  
 ???? - WILL CK FLUID  
 THANKS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3089420	CHRISV	12/03/2010	RAYD	2

Code	Original Complaint	Probable Cause/Solution									
P 4230	BRAKES APPLY @ 45-50	MODULATOR; REPLACE MODULATOR;									
		<table style="width: 100%;"> <tr> <td style="width: 33%;">ResIn Source:</td> <td style="width: 33%;">None</td> <td style="width: 33%;">Date:</td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage: 97,569</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> </tr> </table>	ResIn Source:	None	Date:	Status:	N/A	Mileage: 97,569	Remarks / Requestor:		FE Status:
ResIn Source:	None	Date:									
Status:	N/A	Mileage: 97,569									
Remarks / Requestor:		FE Status:									

<b>Dealer #:</b> <b>Dir Cont:</b> RONALD MASON <b>Serv Ph:</b> (480) 833-5177 <b>Serv Mgr:</b> JERED SCHAGER <b>Parts Mgr:</b> CARL YOUNG <b>Dir Name:</b> SANTAN HONDA SUPERSTORE 1150 S. GILBERT ROAD CHANDLER AZ 85286  <b>Phone:</b> (480) 833-5177 <b>Fax #:</b> 4808352214 <b>DPSM:</b> RICHARD REBORI <b>Zone/Dist:</b> 10D <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> MST <b>Training %:</b> <b>Extn:</b> <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> ALLISTON <b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61670559 <b>Trans #:</b> BVGA7119242 <b>Em Type:</b> KA <b>RO #:</b> 207238 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-LRES <b>WD:</b> <b>Country:</b> CAN
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### Tech Line Suggests

### Information from Dealer

12/3/2010 10:21:58 AM      CHRISV 1 ORIGINAL COMPLAINT  2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA  4 CAN YOU DUP 5 ANY CODES  6 HOW ARE THE TIRES 7 TAKE A HI SPEED SNAP SHOT FOR THE WHEEL SENSOR	CUSTOMER STATES BRAKE LOCKING UP AT 45-50MPH WITHOUT USING BRAKES  [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ] [KEYWORD: VSA] I DID NOT BUT MY S/M DID W/ THE CUST 86-1 AND ANOTHER CODE I DID NOT WRITE DOWN. CODES CLEARED NEW ONE ON THE LF RR BUT THEY ARE THE SAME SIZE
12/3/2010 1:34:11 PM      RAYD 8 CAN YOU DUPLICATE? 9 DID IT PULL? 10 REPLACE THE MODULATOR;	NO, THE S/M SAW THIS HAPPEN WITH THE CUSTOMER NO, STOPED STRAIGHT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2738452	CHRISV	12/10/2008	RAYD	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATES ON OWN	VSA?; TAKE A SNAP SHOT		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 31,447
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 2HKYF18665H [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> ERIC RUSS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (860) 251-6838	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> TODD DIBIASI			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> DAVID AULT			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> LIBERTY HONDA			<b>Desc:</b> PILOT 5DR EX-L RES 6CYL 255.0 HP	
71 WEST SERVICE ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
HARTFORD	CT 06120		<b>Engine #:</b> J35A61670885	<b>Trans #:</b> BVGA7120234
<b>Phone:</b> (860) 251-6838	<b>Fax #:</b> 8602516841		<b>Em Type:</b> KA	
<b>DPSM:</b> SUZI HENRY	<b>Zone/Dist:</b> 09D		<b>RO #:</b> 532688	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

12/10/2008 10:09:37 AM CHRISV

1 ORIGINAL COMPLAINT

CUSTOMER STATES WAS TAKING OFF FROM A STOP SIGN THE VSA LIGHT CAME ON AND THE CAR WOULD NOT ACCELERATE,HAD VSA CODE 68-01 (BRAKE SWITCH FAILURE) AS PER SVC MANUAL CLEARED FAULT CODE ROADTESTED, DID NOT RECODE. CUST. PICKED UP VEHICLE AND QUICKLY RETURNED SAYING SAME PROBLEM OCCURED ,AGAIN HAD 68-01 STORED,REPLACED THE BRAKE SWITCH AND ROADTESTED, UNDER LIGHT BRAKING APPROACHING STOP SIGN I EXPERIENCED SEVERE ABS MODULATION,@ NEXT STOP SIGN I STARTED TO ACCELERATE EXPERIENCED WHAT SEEMED LIKE VSA YES  
BRAKE PEDAL POSITION SWITCH  
WAS NOT COMING ON WHEN IT HAPPEND TO ME

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 WAS THE VSA ACTIVATION LIGHT COMING ON
- 5 TAKE A SNAP SHOT AND SEND IT IN

12/11/2008 10:17:41 AM CHRISV

6

COULD NOT DUP THE PROBLEM. SO MY MANAGER TOOK IT HOME. I SET UP THE TESTER SO ALL HE HAD TO DO WAS HIT THE BUTTON WHEN IT ACTED UP. ON HIS WAY IN WHEN GETTING OFF THE HWY WAY ON LIGHT BRAKING HE SAID IT STARTED TO GO INTO A MOD THEN HE REARENDED ANOTHER CAR. HE SAID WAS NOT ABLE TO STOP QUICK ENOUGH AND DOES NOT WANT ANYONE ELSE TO DRIVE THE CAR  
THERE COULD BE A CHANCE THAT HE LOOKED AWAY FROM THE ROAD

- 7 NOW DID HE HIT THE CAR B/C THE BRAKES WERE IN A MOD OR WAS IT B/C ONCE IT STARTED HE LOOKED AWAY TO PRESS THE BUTTON ON THE HDS AND DID NOT NOTICE THE CAR IN FRONT OF HIM
- 8 ANY DAMAGE TO THE CARS
- 9 WELL W/O A SNAP SHOT OF THE EVENT ITS HARD TO SAY WHAT IT IS. REFER TO YOUR DPSM IF THE S/M WONT LET YOU DRIVE THE CAR

YES BUT WE ARE TAKING CARE OF THE DAMAGES

12/11/2008 10:43:55 AM RAYD

10 WE WILL NEED A SNAPSHOT OF THE ACTUATION, BUT FROM THE DESCRIPTION, SOUNDS LIKE WHEEL SPEEDS ARE THE ISSUE, THIS IS ACTING UP FOR ABS AS WELL AS VSA (BRAKING AND ACCELERATING)

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2716189	DAVEM	11/03/2008	RUDYG	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA DTC 68-1	BRAKE SW INPUT?; MON BRAKE SW W/HDS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 37,172
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> 2HKYF18775H	<b>Err:</b>
<b>Dlr Cont:</b> DAVID FOX	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (574) 522-2000	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> DAN PINCKERT			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> PETER ANDERSON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> GURLEY LEEP HONDA			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
2200 BYPASS ROAD			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
ELKHART	IN 46514		<b>Engine #:</b> J35A61672232	<b>Trans #:</b> BVGA7123411
<b>Phone:</b> (574) 522-2000	<b>Fax #:</b> 5742969983		<b>Em Type:</b> KA	
<b>DPSM:</b> KATHY DUERR	<b>Zone/Dist:</b> 04C		<b>RO #:</b> 19107	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

<b>11/3/2008 9:28:36 AM DAVEM</b>	
1 ORIGINAL COMPLAINT	VSA LIGHT CAME ON AND ABS COMES ON WHEN DRIVING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	VSA LIGHT ON WITH 68-1 BRAKE SWITCH FAILURE REPLACED BRAKE SWITCH
4	SEE ABOVE
5 vrfy?	yes
6 did mon brake SW INPUT vs. brake prssr when it happnes?	no
7 LETS CHK THE DATALIST	OK
<b>11/3/2008 9:41:51 AM JOHN</b>	
8	WHAT WAS I TO DO
9 MONITOR BRAKE SW AND BRAKE PRESSURE INPUTS WHEN THIS OCCURS,VIA HDS/DATALIST	
<b>11/3/2008 11:56:46 AM TOMP</b>	
10	DAVID:
11	NOW HAVE 84 AND 68 CODES.
12	BRAKE SW AND PRESSURE INPUTS ARE NORMAL NOW TOO.
13 CLEAR DTCs; DO THEY RESET?	HAVE NOT CLEARED THE 84
14 WHEN DID PROBLEM START?	RECENTLY
15 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?	NONE
16 MAKE SURE THE BATTERY IS GOOD AND FULLY CHARGED; CHECK CONNECTIONS, PINFITS AND BATTERY CABLE TERMINATIONS.	
17 CHECK VSA SYSTEM POWER AND GROUNDS.	
18 CHECK G302	
19 IF EITHER DTC RESETS THE VSA MODULATOR IS FAULTY.	
<b>11/3/2008 2:21:27 PM RUDYG</b>	
20 11/3/2008 02:25:36 PM RUDYG(CALLED DLR)	(JEFF S/A) DAVID IS GONE FOR THE DAY.
21 STATUS ON VEH?	WE ARE GOING TO REPL MODULATOR
22 HAVE HIM MONITOR BRAKE SWITCH INPUT WITH HDS AND SEE IF HE GETS A BRAKE SWITCH ON INPUT WHEN T/S, HEADLIGHTS, REV LIGHTS COME ON. IF YES, LOOK FOR AFTERMARKET TRAILER HITCH WIRING	OK
23 IF CANT INDUCE ERRANT BRAKE SWITCH INPUT, THEN SUSPECT MODULATOR	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2769566	STEVEN	02/04/2009	STEVEN	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 4230	VSA CODE 68, BRAKES LOCKED UP	CHK BRAKE SWITCH ADJUSTMENT	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 31,874
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 2HKYF18725H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> TERRY THOMAS	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (850) 576-5165	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> DON MONDA			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOSEPH FREELAND			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> PROCTOR HONDA 2373 W. TENNESSEE ST. TALLAHASSEE FL 32304			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
<b>Phone:</b> (850) 576-5165	<b>Fax #:</b> 8505761660		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> GEORGE OPPEL	<b>Zone/Dist:</b> 07F		<b>Engine #:</b> J35A61672223	<b>Trans #:</b> BVGA7123422
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 692775	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>2/4/2009 1:54:31 PM STEVEN</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 ANY VSA DTC'S</p> <p>4 CHK AND ADJUST THE BRAKE SWITCH</p>	<p>BRAKES FEEL LIKE THEYRE NOT RELEASING. VSA LIGHT WAS ON AND ! LIGHT WAS ON.</p> <p>NO</p> <p>68</p> <p>OK</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2786639	KENE	03/09/2009	PAULI	10

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA 61, 66, 68, 112	3/12: REPLACED MODULATOR, PEND TO PAULI		
		<b>Resin Source:</b>	Spoke w/ Dealer	<b>Date:</b> 03/12/2009
		<b>Status:</b>	P HMA	<b>Mileage:</b> 27,468
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> PST	<b>VIN:</b> 2HKYF18575H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> CAMERON	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (206) 382-8800	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JULIAN BOULANGER		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HONDA OF SEATTLE 1015 OLIVE WAY SEATTLE WA 98101		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (206) 382-8800	<b>Fax #:</b> 2066259744	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> PETER HOLT	<b>Zone/Dist:</b> 02A	<b>Engine #:</b> J35A61672610	<b>Trans #:</b> BVGA7123782
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 30412	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	



**Tech Line Suggests****Information from Dealer**

<p>3/9/2009 10:45:03 AM KENE</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 CHECK FREEPLAY</p>	<p>VEHICLE MAKES GRINDING NOISE, FEELS GRABBING, LURCHING, PULSATION AND IS HARD TO STEER. FEELS LIKE BRAKES ARE ENGAGING? VSA CODES 61, 66, 68, 112.</p> <p>NO</p>
<p>3/10/2009 10:31:59 AM TOMP</p> <p>11 ARE BRAKES HOT WHEN PROBLEM OCCURS?</p> <p>12</p> <p>13 WERE SNAP SHOTS TAKEN DURING THE FAILED CONDITION?</p> <p>14 RD OR RG; PLEASE REVIEW THE SNAP SHOTS</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10 AND THE SYMPTOM IS?</p> <p>15 I SEE STEERING ANGLE AND YAW INPUTS BUT TECH SAY CAR WAS NOT TURNING WHEN VSA APPLIED.</p>	<p>NO</p> <p>HOWEVER, NOW THE PROBLEM IS NOT OCCURRING.</p> <p>YES</p> <p>CAM: 206 851 0167</p> <p>HAVE SENT SNAP SHOTS.</p> <p>FLUSHED BRAKE SYSTEM</p> <p>ADJUSTED BRAKE SWITCH.</p> <p>DTC 68 WAS STORED.</p> <p>REPLACED BRAKE SWITCH AND THE DTC DOES NOT RESET.</p> <p>THE VSA IS APPLYING THE BRAKES.</p>
<p>3/10/2009 10:45:30 AM RAYD</p> <p>16 CALL BACK TO DEALER; NO ANSWER. WHEN THE TECH CALLS BACK, MAKE SURE THERE HAS BEEN NO ACCIDENT DAMAGE, THE REAR WHEEL SPEED SENSORS ARE NOT CROSSED, IF THIS IS GOOD, AND G302 IS TIGHT, REPLACE THE MODULATOR AND GET THE ORIGINAL IN HERE TO TECH LINE. RD</p>	
<p>3/10/2009 12:24:05 PM KEITHC</p> <p>17 CK SENSOR CONNECTION AT REAR SENSORS</p> <p>18 IF YOU REPLACE MODULATOR, RAY WANT'S THE PART</p>	
<p>3/12/2009 11:30:49 AM CHRISR</p> <p>19</p> <p>20 THANKS FOR INFO, WE'LL PICK IT UP</p> <p>21 PEND TO PAULI FOR PICK UP</p>	<p>THE MODULATOR DID FIX IT, THE BRAKE SWITCH IS A STEADY VALUE NOW WHERE BEFORE IT WAS ALL OVER THE PLACE</p> <p>OK</p>
<p>3/12/2009 11:48:58 AM PAULI</p> <p>22 RAY ASKED FOR THIS MODULATOR TO GET PICKED UP FOR HIM.</p> <p>23 WILL P/U</p>	
<p>3/12/2009 1:58:21 PM PAULI</p> <p>24 FAXED SHIP REQUEST</p>	
<p>3/17/2009 2:17:23 PM PAULI</p> <p>25 VSA MOD RCVD--FRWD&gt;RAYD</p>	
<p>4/14/2009 4:21:13 PM PAULI</p> <p>26 VSA FRWD&gt;HMA, BILL KELLEY</p>	<p>A/B 636073119840</p>

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2914368	TOMP	10/19/2009	STEVEN	4

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA ACTIVATION INDICATOR ON	DEALER CAN'T DUPLICATE; GET HI-SPEED SS DURING EVE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 66,245
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18765H [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> JOHN WARNER	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (916) 783-5667	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> GREG LEATHERMAN			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> KEVIN DUELL			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> Autowest Honda of Roseville 230 AUTO MALL DR. ROSEVILLE CA 95661			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
			<b>Engine #:</b> J35A61673676	<b>Trans #:</b> BVGA7127118
<b>Phone:</b> (916) 783-5667	<b>Fax #:</b> 9167839210		<b>Em Type:</b> KA	
<b>DPSM:</b> BARRY CHANDLER	<b>Zone/Dist:</b> 12C		<b>RO #:</b> 493486	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

**Tech Line Suggests****Information from Dealer**

10/19/2009 1:43:37 PM TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 CAN YOU DUPLICATE THE COMPLAINT?
- 5 ANY INDICATORS ON?
- 6 BOTH NOW?
- 7 WHAT ABOUT VSA?
- 8 HISTORY ON CAR?
- 9 MAKE SURE TIRE PRESSURE IS SET TO SPEC.
- 10 GET HIGHSPEED (TIME) SNAP SHOT DURING EVENT.

VEHICLE CUTS OUT (NO THROTTLE RESPONSE) WHEN MAKING A FULL U TURN, VSA LIGHT COMES ON WHEN THIS OCCURS  
 NO  
 JOHN  
 YES; BUT ONLY ONCE.  
 YES TPMS AND (VSA) TRIANGLE INDICATORS ARE ON.  
 NO ONLY TPMS  
 IT ONLY COMES ON WHEN PROBLEM OCCURRED.  
 FROM BODY SHOP.

10/20/2009 9:37:33 AM TOMP

- 11
- 12 DID YOU GET A SNAP SHOT?
- 13
- 14
- 15
- 16
- 17 DID YOU SEE AN "M" ON THE METER DISPLAY?
- 18 RD SAYS HE NEEDS A HIGH SPEED SS OF VSA DATA DURING THE EVENT.
- 19 REFER TO JAN 05 SN; FOR INSTRUCTIONS ON H/S SNAP SHOT.
- 20 GET DATA FOR: ALL 4 WHEEL (SPEED)SYAW LATERAL LONGITUDE SAS

JOHN:  
 NO  
 L/R 1630 OHM NEW SENSOR.  
 RR 1614  
 RF 1402  
 L/F 1393  
 DID NOT NOTICE.

10/20/2009 12:57:48 PM GARYR

- 21
- 22 TAKE ANOTHER SNAP OF THE ACTIVATION LIGHT AND THE SOL IN AND OUT THIS WILL TELL US WHICH WHEEL TO CHK. THEN CHK THE SENSOR GAP AND BEARING ALSO CHK G302 AND BAT NEG

SENT SANP

10/20/2009 1:37:59 PM STEVEN

- 23
- 24 TAKE A SOCKET AND MEASURE THE DEPTH OF EACH WSS BOSS IN THE REAR KNUCKLES. SEE IF EITHER ARE VASTLY DIFFERENT

SENT SNAP SHOT

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3118411	BENA	02/15/2011	BENA	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM	VSA MODULATOR; REPL MODULATOR		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 102,540
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	PST	<b>VIN:</b> 2HKYF18765H	<b>Err:</b>
<b>Dlr Cont:</b> NICHOLAS LOPEZ	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (408) 445-4422	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-LNAV
<b>Serv Mgr:</b> STEVE SMITH			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN POSTON			<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> CAPITOL HONDA			<b>Desc:</b> PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
745 W. CAPITOL EXPWAY.			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
SAN JOSE	CA 95136		<b>Engine #:</b> J35A61676229	<b>Trans #:</b> BVGA7134352
<b>Phone:</b> (408) 445-4422	<b>Fax #:</b> 4084454420		<b>Em Type:</b> KA	
<b>DPSM:</b> OPEN POSITION	<b>Zone/Dist:</b> 12F		<b>RO #:</b> 311277	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 2/15/2011 11:00:17 AM BENA
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 ROAD TEST WITH THE CUSTOMER, TRY TO HAVE CUST DUPLICATE. MONITO DRIVING STYLE, IS CUST BRAKING WITH LEFT FOOT?
  - 7 NO, I THINK YOU ARE DEALING WITH A CUSTOMER INFLUENCED CONDITION.

### Information from Dealer

VEHICHILE STOPPED ON ITS OWN TWO TIMES  
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]  
 [KEYWORD: STOPPING]  
 N  
 BRAKE SW REPLACED FOR VSA 68-1  
 N  
 OK, NOTHING COMMON GOING ON WITH THESE?

- 2/15/2011 2:24:10 PM BENA
- 8 ADVISED BY RICK THOMPSON TO SEARCH UNDER CODE 4230. VSA MODULATOR A KNOWN FIXED FOR THIS CONCERN.
  - 9 CONTACTED DEALER
  - 10 IS THAT SELF STOPPING PILOT STILL AT THE DEALER?
  - 11 WE ARE GOING TO REC REPL THE VSA MODULATOR.

NICK HERE.  
 YES  
 OK THANKS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2797939	DAVIDK	03/30/2009	DAVIDK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4230	VSA PROBLEM 108 27-1	SAS?; REPLACE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 36,072
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	PST	<b>VIN:</b> 2HKYF18525H	<b>Err:</b>
<b>Dir Cont:</b> STEVEN YEE	<b>Training %:</b>		<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> 650-364-1011	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> OSWALDO CASTRO			<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b>			<b>Fact:</b> ALLLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> HONDA REDWOOD CITY 601 EL CAMINO REAL REDWOOD CITY CA 94063			<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
<b>Phone:</b> (650) 364-1011	<b>Fax #:</b>		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> ROBERT GIBBONS	<b>Zone/Dist:</b> 12G		<b>Engine #:</b> J35A61679279	<b>Trans #:</b> BVGA7143074
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 037826	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<p>3/30/2009 3:14:35 PM DAVIDK</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED? 3</p> <p>4 TRY REPALCEING THE SAS SENSOR AND DO THE LEARN. IF 108 RETURNS REPALCE MODULATOR</p>	<p>WHEN TURNING THE ABS MAKES GROWLING NOISE AND YOU CAN FEEL IT ON THE BRAKE PEDAL. HAS CODE 108-1 AND27-1</p> <p>NO</p> <p>DIAG CODE 108-1 IT SAYS TO REPALCE MODULATOR. CALLED YOU FIRST</p>
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## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3134186	STEVEN	03/31/2011	STEVEN	1

Code	Original Complaint	Probable Cause/Solution
P 4170	VEHICLE WOULD STOP	DUAL FLOOR MATS, REFER TO DPSM
		ResIn Source: None
		Status: N/A
		Remarks / Requestor:
		Date: Mileage: 124,404
		FE Status:

<b>Dealer #:</b> <b>Dir Cont:</b> HENRY AVILES <b>Serv Ph:</b> (818) 887-7111 <b>Serv Mgr:</b> KELVIN BLANCO <b>Parts Mgr:</b> <b>Dir Name:</b> WOODLAND HILLS HONDA 6111 TOPANGA CANYON BL WOODLAND HILLS CA 91367 <b>Phone:</b> (818) 887-7111 <b>DPSM:</b> DIANA MONTES <b>Previous Dealer/Contact</b>	<b>TZ:</b> PST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> (818) 884-1576 <b>Zone/Dist:</b> 01C <b>Date</b>	<b>VIN:</b> 2HKYF18585H <b>Year:</b> 2,005 <b>Tran:</b> 5AT <b>Doors:</b> 5DR <b>Fact:</b> ALLISTON <b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, <b>Engine #:</b> J35A61680260 <b>Em Type:</b> KA <b>RO #:</b> 85664 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> PILOT <b>Trim:</b> EX-L <b>WD:</b> <b>Country:</b> CAN <b>Trans #:</b> BVGA7146285
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### Tech Line Suggests

### Information from Dealer

3/29/2011 3:46:09 PM STEVEN	
1 ORIGINAL COMPLAINT	C/S THAT THE VSA LIGHT CAME ON AND THAT THE VEHICLE WOULD NOT ALMOST FELT LIKE IT KEPT GOING.
2 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: VSA]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6 SO VEHICLE HAD UNINTENDED ACCEL?	NONE
7 CUSTOMER HAVE RUBBER MATS OVER THE ORIG?	YES
8 THAT IS LIKELY THE CAUSE HERE. DO YOU HAVE ANY DTC'S?	AS A MATTER OF FACT HE DOES
9 AND YOU HAVE NEVER DUPLICATE THE CONCERN?	NO NOTHING, NO LIGHTS ON EITHER
10 HOW MANY TIMES HAS IT HAPPENED FOR THE CUSTOMER?	NO
11 NEED TO DUPLICATE, GET YOUR DPSM INVOLVED	JUST 1

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3158523	TOMP	06/08/2011	TROYS	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 4170	BRAKE LOCK 35 TO 40MPH	DEALER CAN'T DUPLICATE; FAXED KB 3764		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 109,004
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ: EST	<b>VIN:</b> 2HKYF18555H	<b>Err:</b>
<b>Dir Cont:</b> TRAMPUS WIMER	<b>Training %:</b>	<b>Year:</b> 2,005	<b>Model:</b> PILOT
<b>Serv Ph:</b> (304) 485-5451	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> GEORGE FREEMAN		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> RICK MORTON		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dir Name:</b> LARRY SIMMONS HONDA		<b>Desc:</b> PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1710 14TH STREET	WV 26101	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
PARKERSBURG		<b>Engine #:</b> J35A61681455	<b>Trans #:</b> BVGA7149048
<b>Phone:</b> (304) 485-5451	<b>Fax #:</b> 3044850543	<b>Em Type:</b> KA	
<b>DPSM:</b> DAVID STELTER	<b>Zone/Dist:</b> 04K	<b>RO #:</b> 164655	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

6/8/2011 6:03:12 AM	TOMP
1 ORIGINAL COMPLAINT	CUST STATES BRAKES LOCK UP WHEN DRIVING 35 TO 40 MPH
2 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: ]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: BRAKES LOCK UP]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	HAS NEW PADS AND ROTORS, NOT SURE WHERE THIS WAS DONE.
6	NO
7 PADS AND ROTORS OEM PARTS?	TRAMPUS:
8 ORIGINAL OWNER?	THEY LOOK LIKE IT.
9 WHEN DID PROBLEM START?	DON'T KNOW.
10 CRASH DAMAGE, REPAIRS, AFTERMARKET ACCESSORIES?	UNKNOWN
11 HOW MANY TIMES HAS THIS HAPPENED?	NONE
12	ONLY ONE TIME AS RELATED BY THE SERVICE WRITER.
13 WHAT HAVE YOU DONE SO FAR?	THE CUSTOMER HAS BROUGHT IN INTERNET CORRESPONDENCE ON BRAKE ISSUES.
14 BRAKE FLUID?	TEST DROVE, CHECKED FOR BRAKE DRAG APPEARANCE IS GOOD FOR TIME AND MILEAGE, MAY HAVE BEEN REPLACED AT SOMETIME.
15 ANY SERVICE HISTORY ON THIS CAR AT THIS DEALER?	NOT SURE I DID NOT CHECK AND THE WRITER DID NOT PROVIDE ANY OTHER INFO.
6/8/2011 6:30:53 AM	TOMP
16 CUSTOMER INTERNET INFO ATTACHED.	
6/16/2011 9:45:45 AM	TROYS
17 PEND TO RK	