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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

PE12-026

HONDA

12/7/2012

**Q4 FIELD REPORTS 2003
ODYSSEY - REMOVE KEY
NOT IN PARK**

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3064811	KENTO	10/04/2010	PETERB	3

Code	Original Complaint	Probable Cause/Solution		
P 2590	KEY COME OUT OF IGNITION	UNKNOWN; PERFORM S/M KEY INTERLOCK T/S		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 168,644
		Remarks / Requestor:		FE Status:

Dealer #: 207042	TZ: EST	VIN: 5FNRL18963B [REDACTED]	Err:
Dir Cont: KEVIN HUNTER	Training %:	Year: 2003	Model: ODYSSEY
Serv Ph: (336) 785-3380	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: KELLY MOORE		Doors: 5DR	WD:
Parts Mgr: FRANK PARRO		Fact: LINCOLN	Country: USA
Dir Name: FLOW HONDA 2600 PETERS CREEK PKWY WINSTON-SALEM NC 27127		Desc: ODYSSEY 5DR EX-L 6CYL 240.0 HP	
Phone: (336) 785-3380	Fax #: 3367840067	WhtBdy: P/S, ABS, AIR BAG, USA	
DPSM: OPEN POSIT 8/1/12	Zone/Dist: 06L	Engine #: J35A42008025	Trans #: BYBA5009811
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 650743	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/4/2010 12:31:48 PM KENTO
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 CAN YOU HEAR INTERLOCK SOL CLICK WHEN YOU STEP ON BRK
 - 5 WILL IT COME OUT WITH OUT TURNING IT OFF
 - 6 CAN YOU TAKE IT OUT OF PARK WITH OUT BRK
 - 7 CK PARK PIN SWCH INPUT TO MICU IF CORRECT R&R SWCH ASSY

Information from Dealer

CAR IN DRIVE KEY CAN BE REMOVED ?

[MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: INTERLOCK]
LET ME CK,..... YES BUT IN DRIVE YOU CAN TURN OFF THE CAR AND PULL THE KEY OUT
NO WON'T COME OUT
NO
*PARK PIN SWITCH IS OK

- 10/4/2010 1:06:50 PM ROSSL
- 8
 - 9 PERFORM KEY INTERLOCK T/S ON PAGE 14-412 OF S/M

*SEE ABOVE,IF THE CAR IS ON AND YOU MOVE THE SHIFTER FROM PARK TO DRIVE THE KEY WONT COME OUT BUT IF THE CAR IS OFF AND YOU MOVE THE SHIFTER FROM PARK TO DRIVE THE KEY WILL COME OUT

- 10/5/2010 9:50:40 AM PETERB
- 10

FOUND A MECHANICAL PROBLEM IN THE IGNITION SWITCH. WILL HAVE TO REPLACE THE SWITCH

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2549455	RICKT	02/06/2008	RICKT	1

Code	Original Complaint	Probable Cause/Solution	
P 2590	WON'T GO INTO PARK	SHIFTER DAMAGED; INSPECT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 94,699
		Remarks / Requestor:	FE Status:

Dealer #: 206792	TZ: EST	VIN: 5FNRL18063B [REDACTED]	Err:
Dir Cont: PAUL HOLLY	Training %:	Year: 2003	Model: ODYSSEY
Serv Ph: (203) 929-1484	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: JOHN HAUCK		Doors: 5DR	WD:
Parts Mgr: CHRISTOPHER ALLEN		Fact: LINCOLN	Country: USA
Dir Name: CURTISS RYAN HONDA 333 BRIDGEPORT AVENUE SHELTON CT 06484		Desc: ODYSSEY 5DR EX-LRES 6CYL 240.0	
Phone: (203) 929-1484	Fax #: (203) 929-0210	WhtBdy: P/S, ABS, AIR BAG, USA	
DPSM: BILL HALLSWORTH	Zone/Dist: 05F	Engine #: J35A42035273	Trans #: BYBA5041855
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 836384	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/6/2008 9:46:01 AM RICKT
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 WHAT DOES SHIFT LOCK SOL SHOW WHEN PRESS BRAKE
 - 5 DOES SOL CLICK?
 - 6 GROUND GRN WIRE
 - 7 CK FOR MECHANICAL DAMAGE TO SHIFTER, SHIFT CABLE OR TRANS
 - 8 CK WHT/RED FROM PCM TO MPX AND GRN FROM MPX TO SHIFT LOCK SOL

Information from Dealer

SHIFT LEVER WILL NOT GO INTO PARK,CAN REMOVE KEY IN ALL POSITIONS, HAD BAD BRAKE LIGHT SWITCH,REPLACED BUT MADE NO DIFFERENCE.

NO

COULDN'T GET OUT OF PARK, TOW DRIVER ROCKED THE VEHICLE AND GOT OUT OF PARK. NOW CAN'T GET BACK INTO PARK. ALSO CAN TAKE KEY OUT IN ANY GEAR GOES TO ON

NO

SOL CLICKS BUT STILL CAN'T GET INTO PARK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2998656	DAVIDK	04/23/2010	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 2590	IGN WILL TURN BACK IN DR	INSTALLED KIT A FROM HSB 05-007	
		Resin Source: None	Date:
		Status: N/A	Mileage: 71,126
		Remarks / Requestor:	FE Status:

Dealer #: 207343	TZ: PST	VIN: 5FNRL18963E [REDACTED]	Err:
Dir Cont: DERRICK BIRD	Training %:	Year: 2003	Model: ODYSSEY
Serv Ph: (425) 643-3770	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JOHN SCURLOCK		Doors: 5DR	WD:
Parts Mgr: RUSS ROBERTS		Fact: LINCOLN	Country: USA
Dir Name: HONDA AUTO CENTER OF BELLEVUE 13291 S.E. 36TH STREET BELLEVUE WA 98006		Desc: ODYSSEY 5DR EX-L 6CYL 240.0 HP	
Phone: (425) 643-3770	Fax #: 4256410795	WhtBdy: P/S, ABS, AIR BAG, USA	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J35A42086663	Trans #: BYBA5102500
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 978060	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/23/2010 11:43:18 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 CAR FIXED

6 CALLING TECHLINE FOR A REPAIRED CAR.

7 THANKS FOR THE CALL

Information from Dealer

2003 ODYSSEY, KEY WILL REMOVE FROM IGNITION WHEN VEHICLE IS IN DRIVE. INTERLOCK SOLENOID WAS WORKING OK. REMOVED INTERLOCK MECHANISM THAT IS IN THE 'K IT A' AND FOUND IT WORN. REPLACED WITH INTERLOCK KIT A AND RETESTED. KEY WILL NO LONGER REMOVE. DSM AND SERVICE MANAGER WANT ME TO CALL TO SEE IF YOU'VE HAD ISSUES LIKE THIS.

[MODEL: ODYSSEY][YEAR: 1999][PUBID:][SUBJECT:]
[KEYWORD: KEY]

MNGR AND DPSM WANT ME TO CALL

YES. WORKS NORMAL USED KIT FROM 05-007

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3160147	JOHNB	06/13/2011	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN GEAR	LOCK ASSY; REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 106,251
		Remarks / Requestor:	FE Status:

Dealer #: 206648	TZ: EST	VIN: 5FNRL18003B [REDACTED]	Err:
Dir Cont: PATRICK MEYER	Training %:	Year: 2003	Model: ODYSSEY
Serv Ph: (317) 574-9600	Extn: 274	Tran: 5AT	Trim: EX-LRES
Serv Mgr: JEFFERY BELL		Doors: 5DR	WD:
Parts Mgr: BOB COOK		Fact: LINCOLN	Country: USA
Dir Name: PENSKE HONDA 4140 E. 96TH STREET INDIANAPOLIS IN 46240		Desc: ODYSSEY 5DR EX-LRES 6CYL 240.0	
Phone: (317) 574-9600	Fax #: 3178170298	WhtBdy: P/S, ABS, AIR BAG, USA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E	Engine #: J35A42123900	Trans #: BYBA5144701
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 417791	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/13/2011 9:58:00 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 (CALL DISCONNECTED)

6/13/2011 12:27:45 PM CHRISV

7

8 REPLACE THE LOCK ASSY

Information from Dealer

OWNER STATES HE LEFT HIS VEHICLE IN HIS GARAGE AND IT ROLLED OUT AND HIT HIS NEIGHBORS MAILBOX. HE HAS SINCE NOTICED THAT THE KEY CAN BE REMOVED WITH THE SHIFTER OUT OF PARK. WE HAVE CONFIRMED THIS ISSUE, IT DOES NOT SEEM TO BE ELECTRICAL (SOLENOID OPERATIONAL), KEY CAN BE REMOVED EVEN WITH PRESSURE APPLIED TO THE EXTERNAL INTERLOCK LEVER.

[MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: INTERLOCK]

CONFIRMED THE KEY LOCK SOL WORKS FINE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3200494	RUDYG	09/28/2011	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 8810	KEY COMES OUT IN GEAR	PARK PIN SW?; TEST IT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 100,610
		Remarks / Requestor:	FE Status:

Dealer #: 206796	TZ: PST	VIN: 5FNRL18643E	Err:
Dir Cont: MARIO AMBRIZ	Training %:	Year: 2003	Model: ODYSSEY
Serv Ph: (661) 834-6632	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: STEVEN STEELE		Doors: 5DR	WD:
Parts Mgr: DEBORAH HALLUM		Fact: LINCOLN	Country: USA
Dir Name: BARBER HONDA 4500 WIBLE ROAD BAKERSFIELD CA 93313		Desc: ODYSSEY 5DR EX 6CYL 240.0 HP 3.5 L	
Phone: (661) 834-6632	Fax #: 6613984947	WhtBdy: P/S, ABS, AIR BAG, USA	Engine #: J35A42128155
DPSM: JONAH ROHDE	Zone/Dist: 01A	Em Type: KA	Trans #: BYBA5149546
Previous Dealer/Contact	Date	RO #: 438191	Case Type: Technical
		W.O. #:	

Tech Line Suggests

- 9/28/2011 2:41:06 PM RUDYG
- 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 SEE ETM PG 138
 - 7 CK PIN 5 AT IGN SW, WHT/RED WIRE. THIS SHOULD HAVE 12V WHEN VEH IN PARK AND IGN KEY PUSHED IN
 - 8 SHOULD GO TO 0V WHEN TAKEN OUT OF PARK OR SHIFT LEVER PULLED TOWARD DRIVER
 - 9 IF READINGS DIFFER. TEST PARK PIN SW
 - 10 (PEND TO TROY POSS A RANK)

Information from Dealer

KEY COMES OUT WHEN IN GEAR
 [MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: IGNITION SYSTEM][KEYWORD:]
 YES
 NOTHING YET
 NO
 DONT HAVE ETM WITH ME
 OK
 OK
 OK

- 9/29/2011 7:31:58 AM TROYS
- 11 PEND TO GG

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2885555	BOBE	08/21/2009	BOBE	1

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COME OUT OF IGN SW IN	PARK PIN SW; CHK INTERLOCK SOLE V'S	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 126,829
		Remarks / Requestor:	FE Status:

Dealer #: 206862	TZ: CST	VIN: 5FNRL18723B [REDACTED]	Err:
Dir Cont: JOHN KOWALIK	Training %:	Year: 2003	Model: ODYSSEY
Serv Ph: (608) 273-3344	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: DAVID DUNAHEE		Fact: LINCOLN	Country: USA
Dir Name: ZIMBRICK HONDA 1601 WEST BELTLINE HWY MADISON WI 53713		Desc: ODYSSEY 5DR EX-LNAV 6CYL 240.0	
Phone: (608) 273-3344	Fax #: 6082713506	WhtBdy: P/S, ABS, AIR BAG, USA	Engine #: J35A42162260
DPSM: JOSHUA WHITNEY	Zone/Dist: 08C	Em Type: KA	Trans #: BYBA5187075
Previous Dealer/Contact	Date	RO #: 474494	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/21/2009 11:00:06 AM BOBE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CHK V'S AT KEY INTERLOCK SOLE
- 4 SHOULD HAVE NO V ON WHT/RED WHEN NOT IN PARK

Information from Dealer

GUEST STATES THAT KEY CAN BE REMOVED FROM IGNITION WHEN VEHICLE IS IN ANY GEAR SELECTION. CONFIRMED COMPLAINT, KEY CAN BE REMOVED IN ANY GEAR.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2953719	GREGN	01/13/2010	TOMP	2

Code	Original Complaint	Probable Cause/Solution		
P 2590	KEY COMES OUT OF IG SW	REKEYED LOCK CYLINDER;REPAIR AS NEEDED		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 81,468
		Remarks / Requestor:		FE Status:

Dealer #:	208226	TZ:	EST	VIN:	5FNRL186X3B [REDACTED]	Err:	
Dir Cont:	KEVIN MANCZ	Training %:		Year:	2003	Model:	ODYSSEY
Serv Ph:	(516) 735-3182	Extn:		Tran:	5AT	Trim:	EX
Serv Mgr:	PAUL HARTMANN			Doors:	5DR	WD:	
Parts Mgr:	PAUL HARTMANN			Fact:	LINCOLN	Country:	USA
Dir Name:	HONDA CITY 3859 HEMPSTEAD TURNPIK LEVITTOWN NY 11756			Desc:	ODYSSEY 5DR EX 6CYL 240.0 HP 3.5 L		
Phone:	(516) 735-3182	Fax #:	5167358576	WhtBdy:	P/S, ABS, AIR BAG, USA	Engine #:	J35A42163345
DPSM:	DAN OUTTEN	Zone/Dist:	05B	Trans #:	BYBA5188166	Em Type:	KA
Previous Dealer/Contact		Date		RO #:	90201	Case Type:	Technical
				W.O. #:			

Tech Line Suggests

1/13/2010 6:53:48 AM GREGN

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA

1/13/2010 6:57:28 AM TOMP

- 4
- 5 REFER TO 2003 ODYSSEY - Interlock System - Key Interlock System Circuit Troubleshooting
- 6 IF KEY COMES OUT OF IG LOCK CYLINDER WITH INTERLOCK ACTIVATED; THE LOCK CYLINDER IS DAMAGED AND MUST BE REPLACED AND NO REKEYED.

Information from Dealer

KEY COMES OUT OF IGNITION SWITCH IN ANY GEAR.WE INSTALLED A NEW SWITCH REKEYED BY LOCK SMITH.

[MODEL: ODYSSEY][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: KEY BEEP]

KEVIN:

PE12-026

HONDA

12/7/2012

Q4 FIELD REPORTS 2003
PILOT - CAN'T REMOVE -
STUCK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2804302	DAVIDK	04/13/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 8810	KEY WILL NOT COME OUT OF IGN	KEY CYLINDER?; REPLACE		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 73,267
		Remarks / Requestor:		FE Status:

Dealer #: 207879	TZ: CST	VIN: 2HKYF18553H- [REDACTED]	Err:
Dir Cont: MIKE REIMAN	Training %:	Year: 2003	Model: PILOT
Serv Ph: (847) 297-5700	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: BRUCE BRECKENFELDER		Doors: 5DR	WD:
Parts Mgr: ROBERT GERMANN		Fact: ALLISTON	Country: CAN
Dir Name: O'HARE HONDA 1533 RIVER ROAD DES PLAINES IL 60018		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (847) 297-5700	Fax #: 8472976060	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
DPSM: WAYNE NICKLAS	Zone/Dist: 08D	Engine #: J35A42601881	Trans #: BVGA5102171
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 309347	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/13/2009 7:42:29 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 POSS DAMMAGE TO IGN S/W. REC TO REPALCE. IF CUST DOES NOT WANT DIFF KEYS. REPLACE LOCK SET

Information from Dealer

IGINTION KEY STUCK IN LOCK, CAN'T TURN KEY
NO
KEY WILL NOT PULL OUT. KEY IS IN THE BACK POSITION
BUT JAMED. CAR WAS TOWED IN

PE12-026

HONDA

12/7/2012

Q4 FIELD REPORTS 2003

PILOT - CAN'T TURN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2576414	KEITHC	03/17/2008	KEITHC	1

Code	Original Complaint	Probable Cause/Solution		
P 8810	IGN LOCK WON'T TURN	REPLACE LOCK SET		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 135,817
		Remarks / Requestor:		FE Status:

Dealer #: 207158	TZ: EST	VIN: 2HKYF18583H [REDACTED]	Err:
Dir Cont: JONATHAN	Training %:	Year: 2003	Model: PILOT
Serv Ph: (804) 745-0686	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JOHNNIE WILLIS		Doors: 5DR	WD:
Parts Mgr: GREG SEAGRAVES		Fact: ALLISTON	Country: CAN
Dir Name: PEARSON HONDA		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
14001 HULL STREET ROAD		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
MIDLOTHIAN VA 23112		Engine #: J35A42506761	Trans #: BVGA5007003
Phone: (804) 745-0686	Fax #: (804) 745-8845	Em Type: KA	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	RO #: 178268	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 3/17/2008 12:25:08 PM KEITHC
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ABLE TO DUP
 - 4 REPLACE LOCK SET, WORNOUT

Information from Dealer

WITH ALL KEYS THE IGNITION SWITCH WILL NOT TURN.
STEERING WHEEL NOT LOCKED.

NO
YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2639716	CHRISR	06/26/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 8810	IGNITION WONT TURN 3RD X	CUST HABITS?; GET MORE INFO ON USE HABITS		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 90,000
		Remarks / Requestor:		FE Status:

Dealer #: 207971	TZ: PST	VIN: 2HKYF18153H [REDACTED]	Err:
Dir Cont: MARK KIRILENKO	Training %:	Year: 2003	Model: PILOT
Serv Ph: (425) 827-9300	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: MARK KIRILENKO		Doors: 5DR	WD:
Parts Mgr: TIM KIRILENKO		Fact: ALLISTON	Country: CAN
Dir Name: HONDA OF KIRKLAND 12420 N.E. 85TH STREET KIRKLAND WA 98033		Desc: PILOT 5DR LX 6CYL 240.0 HP 3.5 L	
Phone: (425) 827-9300	Fax #: 4258277205	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J35A42564419	Trans #: BVGA5064756
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 358492	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/26/2008 10:44:04 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 PREVIOUS REPAIR DESCRIPTION
 - 4 IS THERE ALOT OF KEYS ON FOB
 - 5 SO EVERY 12-18 MONTHS THE IGNITION WONT TURN
 - 6 NO KNOWN ISSUES ON MULTIPLES LIKE THIS
 - 7 GET MORE INFO ON CUST HABITS, THIS IS PECULIAR

Information from Dealer

KEY WILL NOT TURN IN IGNITION. CAR NEEDS NEW IGNITION SWITCH. THIS WOULD BE THE THIRD TIME IT IS REPLACED.

YES

1ST TIME REPLACED ON 8/15/2005 2ND TIME REPLACED 6/21/2007

NO

YES

OK

I AGREE

PE12-026

HONDA

12/7/2012

Q4 FIELD REPORTS 2003
PILOT - REMOVE KEY NOT
IN PARK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2759214	KENE	01/19/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution
P 1720	KEY COMES OUT OF IGNI SWITCH	IGN SWITCH; CHECK FOR POWER TO SOLENOID
	ResIn Source: None	Date:
	Status: N/A	Mileage: 76,062
	Remarks / Requestor:	FE Status:

Dealer #: 207805	TZ: CST	VIN: 2HKYF185X3H [REDACTED]	Err:
Dir Cont: SCOTT	Training %:	Year: 2003	Model: PILOT
Serv Ph: (281) 358-8880	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: DARYL TUCKER		Doors: 5DR	WD:
Parts Mgr: THOMAS MCGEE		Fact: ALLISTON	Country: CAN
Dir Name: STERLING MCCALL HONDA 22575 HIGHWAY 59 NORTH KINGWOOD TX 77339		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (281) 358-8880	Fax #: 2813581006	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	Engine #: J35A42511389
DPSM: NICHOLAS WALKER	Zone/Dist: 03H	Trans #: BVGA5011647	Em Type: KA
Previous Dealer/Contact	Date	RO #: 117590	Case Type: Technical
		W.O. #:	

Tech Line Suggests

- 1/19/2009 8:01:52 AM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 CHECK POWER TO IGN SWITCH

Information from Dealer

KEY COMES OUT OF IGNITION IN ANY GEAR.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3043428	RUDYG	08/11/2010	PAULI	17

Code	Original Complaint	Probable Cause/Solution		
P 2590	KEY COMES OUT IN GEAR	8/25: REPLD BROKEN PARTS[CUST DMGD ROOT CAUSE?]		
		ResIn Source:	Spoke w/ Dealer	Date: 08/25/2010
		Status:	P HCM	Mileage: 94,386
		Remarks / Requestor:		FE Status:

Dealer #:	208250	TZ:	EST	VIN: 2HKYF18543H	Err:
Dir Cont:	CARL EDKIN	Training %:		Year:	2003
Serv Ph:	(570) 326-2858	Extn:		Tran:	5AT
Serv Mgr:	CHARLES POWELL			Doors:	5DR
Parts Mgr:	THOMAS GOMBERT			Fact:	ALLISTON
Dir Name:	FAIRFIELD HONDA			Desc:	PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L
	201 LYCOMING MALL DRIV			WhtBdy:	P/S,ABS,SRS AIRBAG,LEATHER,USA
	MUNCY PA 17756			Engine #:	J35A42549126
				Trans #:	BVGA5049270
Phone:	(570) 326-2858	Fax #:	5705465799	Em Type:	KA
DPSM:	ART ESPINOZA	Zone/Dist:	05M	RO #:	840909
Previous Dealer/Contact		Date		Case Type:	Technical
				W.O. #:	

Tech Line Suggests

Information from Dealer

8/11/2010 1:42:00 PM	RUDYG	
1 ORIGINAL COMPLAINT		CAN'T SHIFT INTO PARK.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: PILOT][YEAR: 2003][PUBID:][SUBJECT:][KEYWORD: IGNITION LOCK]
4 CAN'T SHIFT INTO PARK		WELL RIGHT NOW I CAN SHIFT INTO AND OUT OF PARK WITH KEY OUT AND CAN REMOVE KEY IN ANY GEAR
5		THERE IS A PIECE BROKEN OFF SHIFT INTERLOCK. I CAN SEE THAT IF I PUSH MANUAL RELEASE IT WOULD MOVE A LEVER THAT WOULD ALLOW SHIFTER TO MOVE. THE PLASTIC LEVER THAT ALLOWS THAT IS BROKEN. AS IT SITS, IT CAN'T BLOCK SHIFTER FROM MOVING
6 WILL NEED SHIFTER ASSY FOR THAT		OK, WHAT ABOUT KEY PROBLEM?
7 INSPECT PARK PIN SW FOR MECHANICAL PROBLEM		OK
8 ALSO CK CONT ACROSS PINS OF SW WHEN SHOULD BE OPEN CIRCUIT WHEN IN PARK		OK
8/11/2010 2:36:05 PM	RICKT	
9 'A' RANKED		
8/11/2010 2:42:35 PM	RICKT	
10 RUDY, PLEASE FOLLOW UP ON THIS AND SEE WHAT THE DEALER FINDS. ALSO SEE IF DEALER CAN GET ANY PHOTOS OF THE BROKEN PARTS.		
8/12/2010 9:46:16 AM	RUDYG	
11 08/12/2010 09:49:59 AM RUDYG(CALLED DLR)		(CARL)
12 CALLING REGARDING PILOT WITH INTERLOCK ISSUES		RIGHT, CAR IS STILL HERE, I HAVE A IGN KEY CYL AND SELECT LEVER BRACKET SET ON ORDER FOR IT
13 I WOULD LIKE TO GET SOME PHOTOS OF BROKEN PIECE ON BRACKET SET. CAN YOU DO THAT FOR US?		SURE
14 GREAT, SEND TO TECHLINE@AHM.HONDA .COM AND USE REF NUMBER 3043428		OK
15 LET ME GIVE YOU MY DIRECT NUMBER, KEEP ME INFORMED ON REPAIR STATUS. WE WILL WANT TO KNOW WHAT FINAL FIX IS(GAVE DIRECT NUMBER)		OK
8/17/2010 1:36:03 PM	RUDYG	
16 08/17/2010 01:36:39 PM RUDYG(CALLED DLR)		(CARL)
17 CALLING FOR UPDATE ON REPAIRS TO PILOT		I JUST FINISHED IT AND I WAS GOING TO SEND PHOTOS AND INFO TO YOU TOMORROW. IS THAT OK
18 SURE		BASICALLY I FOUND BAD BRAKE LIGHT SWITCH FIRST, REPLACED THAT AND THEN BRAKE LIGHTS STARTED WORKING AND I COULD SEE SHIFT INTERLOCK LEVER MOVING WHEN I PUSHED BRAKE PEDAL
19		BUT INTERLOCK HAD A PIECE BROKEN OFF OF IT. I WILL SEND YOU A PHOTO OF IT
20 OK		I REPLACED THE INTERLOCK, BRACKET SET BUT THEN I STILL ABLE TO PULL KEY OUT OF IGN WHILE IN GEAR, I HAD TO REPL THE IGNITION SWITCH ASSY TO FIX THAT
21 SO NOW EVERYTHING WORKS NORMALLY		YES
22 OK, I WILL CK FOR PHOTOS TOMORROW		OK
8/18/2010 7:40:12 AM	RUDYG	
23 08/18/2010 07:40:18 AM RUDYG(CHECKED FOR PHOTOS ON TL SHARED DRIVE. NONE. PEND TO PAUL FOR PARTS IF AVAIL)		
8/18/2010 8:34:42 AM	PAULI	
24 WILL FOLLOW UP		
8/19/2010 7:37:34 AM	RUDYG	
25 08/19/2010 07:38:17 AM RUDYG(STILL NO PHOTOS OR CONTACT FROM TECH. CALLED DLR)		(ANDY VOICEMAIL)

26 MSG: THIS IS A MSG FOR CARL EDKIN, I AM CALLING FROM AHM TECH LINE AND WE HAVE NOT RECEIVED PHOTOS OR FEEDBACK ON 03 PILOT WITH ISSUE OF KEY COMES OUT IN GEAR. RO 840909, AND VIN 543513. PLEASE HAVE HIM CONTACT RUDY AT TECH LINE

8/19/2010 11:23:17 AM PAULI

27

ANDY,S/A

28 DID CUST TAKE PARTS?

DONT KNOW, WILL CHCK W/TECH

29 IF AVAILABLE, PLSE SEND TO TL

OK. MY FAX # IS (570) 546-5799

30 FAXED SHIP INFO

8/24/2010 8:39:53 AM RUDYG

31 08/24/2010 08:40:43 AM RUDYG(SEND FB FAX)

8/24/2010 10:14:04 AM JOHNB

32 RECEIVED PHOTOS VIA TECH LINE

EMAIL;FORWARDED TO REQUESTOR: RUDYG

8/24/2010 10:41:33 AM RUDYG

33 08/24/2010 10:47:02 AM RUDYG(RECEIVED PHOTOS, ATTACHED TO CONTACT, FORWARDED PHOTOS TO RICKT)

8/24/2010 1:50:44 PM RUDYG

34 08/24/2010 01:50:58 PM RUDYG(RECEIVED PACKAGE WITH PARTS, LEFT ON RICKT DESK)

8/24/2010 3:45:51 PM PAULI

35 SHFT ARM RCVD--FFWD>RUDY

8/25/2010 6:08:30 AM DAVEM

36

CARL"WE REPLACED THE SHIFT LOCK STOPPER, EXTENSION, THE BRACKET SET THAT HOLDS THE SHFTER, STEERING LOCK AND BRAKE LIGHT SW. THE ROOT CAUSE WAS THE BRAKE SW FAILED AND THE CUST VERY LIKLY IN THERE FRUSTRATION BROKE THE OTHER PARTS."

37 THX FOR THE UPDATE

6/9/2011 10:14:58 AM RICKT

38 PARTS FORWARDED TO LORIN STEVENS AT HCM.

6/10/2011 1:55:08 PM PAULI

39 IGN SW FWRD>HCM

A/B 443786240567

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2756170	BOBE	01/13/2009	BOBE	1

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN GEAR	PARK PIN SW; D/C PARK PIN SW	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 127,077
		Remarks / Requestor:	FE Status:

Dealer #: 208483	TZ: EST	VIN: 2HKYF18433H [REDACTED]	Err:
Dir Cont: HOWARD	Training %:	Year: 2003	Model: PILOT
Serv Ph: 513-791-9090	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: ASH MALL		Doors: 5DR	WD:
Parts Mgr: ROGER HOPPER		Fact: ALLISTON	Country: CAN
Dir Name: KINGS HONDA 4521 KINGS WATER DR. CINCINNATI OH 45249		Desc: PILOT 5DR EX 6CYL 240.0 HP 3.5 L	
Phone: (513) 791-9090	Fax #:	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DAVE STELTER	Zone/Dist: 04J	Engine #: J35A42579448	Trans #: BVGA5079679
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 275115	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 1/13/2009 11:00:35 AM BOBE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 PREVIOUS REPAIR DESCRIPTION
 - 4 D/C THE PARK PIN SWITCH
 - 5 IF IT FIXES THE PROB, REPLACE THE PARK PIN SW

Information from Dealer

KEY COMES OUT OF IGNITION IN ANY GEAR
 YES
 IGNITION LOCK ASSEMBLY AND ELECTRICAL PORTION OF
 IGNITION SWITCH

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2758810	JOHNB	01/16/2009	RICKT	2

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN DRIVE	RECHECK YOU RECODED IGN KEY CYLINDER INTERLCK SW	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 127,214
		Remarks / Requestor:	FE Status:

Dealer #: 208483	TZ: EST	VIN: 2HKYF18433H	Err:
Dir Cont: HOWARD	Training %:	Year: 2003	Model: PILOT
Serv Ph: 513-791-9090	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: ASH MALL		Doors: 5DR	WD:
Parts Mgr: ROGER HOPPER		Fact: ALLISTON	Country: CAN
Dir Name: KINGS HONDA 4521 KINGS WATER DR. CINCINNATI OH 45249		Desc: PILOT 5DR EX 6CYL 240.0 HP 3.5 L	
Phone: (513) 791-9090	Fax #:	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DAVE STELTER	Zone/Dist: 04J	Engine #: J35A42579448	Trans #: BVGA5079679
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 275388	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 1/16/2009 1:48:22 PM JOHNB
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 SO NO VOLTAGE AT PIN 5 AT IGN SW
 - 5 THEN LIKELY KEYL INTERLOCK SW
 - 6 DID YOU RECODE THE LOCK
 - 7 WE DO NOT RECODE IGN SWITCHES;WE LOCK SET;IT IS UNLIKELY YOU WILL BE SUCCESSFUL IN RECODING AN IGN KEY CYLINDER;THE KEY INTERLOCK FUNCTION SWITCH MAY NOW HAVE AN ISSUE;INSPECT

Information from Dealer

REPLACED IGNITION SWITCH PARK PIN SWITCH STILL CANT GET THE KEY LOCK SOLANOID TO INERGIZE NO
 WE REPLACED THE IGN SW AND THE IGN KEY COMES OUT IN DRIVE;I HAVE PROPER GROUND IN DRIVE AND NONE IN PARK AT PARK PIN,BUT NO VOLTAGE ON WHT/RED CORRECT
 IT'S A NEW IGN SW
 YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2926318	TOMP	11/12/2009	RICKT	2

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN GEAR	FAULTY INTERLOCK SOLENOID; REPAIR AS NEEDED	
		Resln Source: None	Date:
		Status: N/A	Mileage: 119,751
		Remarks / Requestor:	FE Status:

Dealer #: 206824	TZ: EST	VIN: 2HKYF18403H	Err:
Dir Cont: JAMIE WORRELL	Training %:	Year: 2003	Model: PILOT
Serv Ph: (919) 322-1000	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: CHARLES PRIER		Doors: 5DR	WD:
Parts Mgr: KENNETH WESTBROOK		Fact: ALLISTON	Country: CAN
Dir Name: LEITH HONDA		Desc: PILOT 5DR EX 6CYL 240.0 HP 3.5 L	
3940 CAPITAL HILLS DR		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
RALEIGH NC 27616		Engine #: J35A42587742	Trans #: BVGA5087860
Phone: (919) 876-5432	Fax #: 9198500412	Em Type: KA	
DPSM: OPEN POSIT 8/1/12	Zone/Dist: 06L	RO #: 148138	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/12/2009 7:17:20 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 CAN YOU DUPLICATE THE COMPLAINT?
 - 5 WHEN DID PROBLEM START?
 - 6 WAS THE NEW LOCK CYLINDER REKEYED?
 - 7 IG LOCK CYLINDERS SHOULD NEVER BE REKEYED. REFER TO
 - 8 HOW CAN I HELP?
 - 9 HAVE 12V AT W/Y WIRE?
 - 10 GROUND PIN 5 @ Ignition Key Switch/Key Light; DOES THE KEY STILL COME OUT OF THE LOCK CYLINDER?
 - 11 GROUND P7 @ Ignition Key Switch/Key Light; DOES THE 20AMP FUSE #47 BLOW?
 - 12 FAULTY INTERLOCK SOLENOID; REPAIR AS NEEDED

Information from Dealer

- KEY COMES OUT IN GEAR (WORKS MANUALLY)
- NO
- JAMIE
- YES
- CUSTOMER SAID AFTER WE REPLACED THE IG LOCK.
- YES
- I DID THE T/S AND AM LOST.
- YES
- YES
- YES

PE12-026

HONDA

12/7/2012

Q4 FIELD REPORTS 2004
ODYSSEY - REMOVE KEY
NOT IN PARK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2900061	CHRISV	09/21/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN GEAR	PARK PIN SW; CK V	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 91,540
		Remarks / Requestor:	FE Status:

Dealer #: 207626	TZ: CST	VIN: 5FNRL18924B [REDACTED]	Err:
Dir Cont: HUBERT	Training %:	Year: 2004	Model: ODYSSEY
Serv Ph: (615) 791-1101	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ARCHIE BECQUET		Doors: 5DR	WD:
Parts Mgr: MARK TAYLOR		Fact: LINCOLN	Country: USA
Dir Name: DARRELL WALTRIP HONDA 1430 MURFREESBORO RD FRANKLIN TN 37067		Desc: ODYSSEY 5DR EX-L 6CYL 240.0 HP	
Phone: (615) 791-1101	Fax #: (615) 599-6297	WhtBdy: P/S, ABS, AIR BAG, USA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Engine #: J35A43005198	Trans #: BYBA6005299
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 534722	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/21/2009 6:51:50 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 CK THE PARK PIN SW

Information from Dealer

IGNITION KEY WORKS WITH CAR IN GEAR. CAN REMOVE KEY WITH CAR NOT IN PARK
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3317269	KENTO	08/07/2012	CHRISV	3

Code	Original Complaint	Probable Cause/Solution	
P 8810	LOCK, KEY PROBLEM	IGN SWITCH; CK V PINS 5 AND 7	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 61,630
		Remarks / Requestor:	FE Status:

Dealer #: 207915	TZ: EST	VIN: 5FNRL18904B [REDACTED]	Err:
Dir Cont: THOMAS	Training %:	Year: 2004	Model: ODYSSEY
Serv Ph: (843) 815-2880	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: TRACY JOY		Doors: 5DR	WD:
Parts Mgr: JEFFREY KOHLER		Fact: LINCOLN	Country: USA
Dir Name: Hilton Head Honda 161 FORDING ISLAND ROA BLUFFTON SC 29910		Desc: ODYSSEY 5DR EX-L 6CYL 240.0 HP	
Phone: (843) 689-2880	Fax #: 8438150339	WhtBdy: P/S, ABS, AIR BAG, USA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	Engine #: J35A43039185	Trans #: BYBA6040184
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 139720	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/7/2012 2:05:20 PM KENTO
- 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 CK PARK PIN SWCH CIR FOR OPEN
- 8/8/2012 9:43:39 AM SHAWNW
- 7
 - 8 D/C THE PARK PIN SW AND SEE IF THE KEY CAN BE REMOVED
 - 9 REPLACE PARK PIN SW
 - 10 N/A SEPERATLY, NEED TO REPLACE THE CONTROL BRACKET ASSEMBLY
- 8/9/2012 6:45:07 AM CHRISV
- 11
 - 12 CK V AT PIN 5 AND 7 OF THE IGN SW, SHOULD HAVE V AT PIN 7 AND NO V ON PIN 5 IN GEAR, IF OK REPLACE THE IGN SW

Information from Dealer

CAN REMOVE THE KEY IN ANY GEAR
 [MODEL: ODYSSEY][YEAR: 2004][PUBID: 0][SUBJECT:]
 [KEYWORD: KEY CAN BE REMOVED IN ALL GEARS]
 YES KEY WILL COME OUT OF IGN IN ANY GEAR

NO
 NO

I HAVE 12V ON THE WHT/RD WIRE
 HOLD...COMES OUT

WHERE IS IT LOCATED?
 OK

REPLACED THE PARK PIN SWITCH BUT NC

PE12-026

HONDA

12/7/2012

Q4 FIELD REPORTS 2004

PILOT - CAN'T TURN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2587983	DAVEM	04/03/2008	DAVEM	1

Code	Original Complaint	Probable Cause/Solution		
P 8810	DRV DR & TRUNK KEY HRD 2 TURN	CUST OR ENVIRO?; DPSM OK TO RPLC LOCKS & MON		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 846,790
		Remarks / Requestor:		FE Status:

Dealer #: 208021	TZ: MST	VIN: 2HKYF18124H	Err:
Dir Cont: ROGER PERRY	Training %:	Year: 2004	Model: PILOT
Serv Ph: (801) 268-5599	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: ELIZABETH CHRISTENSEN		Doors: 5DR	WD:
Parts Mgr: SHAWN CONRAD		Fact: ALLISTON	Country: CAN
Dir Name: LARRY H. MILLER HONDA		Desc: PILOT 5DR LX 6CYL 240.0 HP 3.5 L	
5808 SOUTH STATE STREE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
MURRAY UT 84107		Engine #: J35A43505175	Trans #: BVGA6005256
Phone: (801) 268-5599	Fax #: (801) 268-5557	Em Type: KA	
DPSM: KELLY GOODWIN	Zone/Dist: 10F	RO #: 86071	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/3/2008 9:30:14 AM DAVEM
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 PREVIOUS REPAIR DESCRIPTION
 - 4
 - 5 GRIT IN AREA CUST USES CAR
 - 6 CUST TURN KEY BEFORE FULLY ENGAUGING THE THE KEY?
 - 7 DPSM EVAL FOR A WHOLE LOCK SET AND MON. IF HAPPENS AGAIN, CUST OR ENVIROMENT

Information from Dealer

CUST STATES AT TIMES L DOOR LOCK AND IGN WILL NOT TURN HAVE REPLACED IGN SW ASSY 4 MONTHS AGO CUST CALLED AND STATED STILL HAVING CONCERN

YES

REPLACED IGN SW ASSY

THE CUST STATES AND WE HAVE CONFIRMED THAT THE DRV DOOR AND TRUNK KEY ARE HARD TO TURN. WE HAVE RPLCD BOTH, IT WORKS FOR AWHILE THEN IT HAPPENS AGAIN

I THINK SO

?

OK

PE12-026

HONDA

12/7/2012

Q4 FIELD REPORTS 2004
PILOT - REMOVE KEY NOT
IN PARK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2675317	ROSSL	08/25/2008	ROSSL	1

Code	Original Complaint	Probable Cause/Solution		
P 2590	KEY COMES OUT OF IGN IN PARK	UNKNOWN; PERFORM S/M INTERLOCK T/S		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 63,339
		Remarks / Requestor:		FE Status:

Dealer #: 208261	TZ: EST	VIN: 2HKYF18514H [REDACTED]	Err:
Dir Cont: PAUL BENOIT	Training %:	Year: 2004	Model: PILOT
Serv Ph: (407) 323-6100	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: DON MILLS		Doors: 5DR	WD:
Parts Mgr:		Fact: ALLISTON	Country: CAN
Dir Name: COURTESY HONDA 1000 RINEHART ROAD SANFORD FL 32771		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (407) 323-6100	Fax #: 4073021132	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L	Engine #: J35A43501617	Trans #: BVGA6001717
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 134094	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/25/2008 7:09:23 AM ROSSL
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 DO THE INTERLOCK T/S IN THE A/T SECTION OF S/M
 - 5 NO

Information from Dealer

KEY COME OUT OF IGNITION SW WITH ENG OFF ,
SHIFTERIN DRIVE
NO
I DONT SEE ANYTHING IN THE SHOP MANUAL THAT WOULD
HELP ME
DO YOU HAVE ANY COMMON PROBLEMS?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3038452	STEVEN	07/30/2010	MARKP	3

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN ALL	REPLACE IGN LOCK SET	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 55,390
		Remarks / Requestor:	FE Status:

Dealer #: 207794	TZ: EST	VIN: 2HKYF18514H [REDACTED]	Err:
Dir Cont: MATTHEW TULOS	Training %:	Year: 2004	Model: PILOT
Serv Ph: (717) 274-5936	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JASON BAAB		Doors: 5DR	WD:
Parts Mgr: MATTHEW DISHONG		Fact: ALLLISTON	Country: CAN
Dir Name: EBERSOLE HONDA 1900 CUMBERLAND STREET LEBANON PA 17042		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (717) 274-5936	Fax #: 7172727455	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	Engine #: J35A43520444
DPSM: ART ESPINOZA	Zone/Dist: 05M	Trans #: BVGA6020538	Em Type: KA
Previous Dealer/Contact	Date	RO #: 27828	Case Type: Technical
		W.O. #:	

Tech Line Suggests**Information from Dealer**

7/30/2010 10:49:06 AM	STEVEN	
1 ORIGINAL COMPLAINT		IGNITION KEY CAN BE REMOVED IN ALL GEAR POSITIONS NEW IGITION SWITCH INSTALLED SAME CONCERN PRESENT
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: PILOT][YEAR: 2004][PUBID:][SUBJECT: SECURITY/KEYLESS ENTRY/LOCKS][KEYWORD:]
4 DOES THE IGN SWITHC LIGHT WORK?		YES
5 CHECK FOR CONT FROM PIN 5 TO GROUND WITH THE SHIFTER IN PARK AND OUT OF PARK, DOES IT SHOW CONT WHEN SHIFTED OUT OF PARK?		YES
6 SOMETHING IS WRONG WITH THE GIN SWITCH STILL		WELL WE DID SEND THE IGN SIWTCH OUT TO BE REKEYED
7 WELL THEY MAY HAVE LEFT SOMETHING OUT OR GOTTEN IT WRONG, I WOULD REPLACE THE KEY SET		
8/10/2010 11:03:51 AM	JERRYA	
8 08/10/10 14:04:01 JERRYA: (CALL FROM DEALER)		MATTHEW;TECH REPLACED THE LOCK SET DIDNOTR HAVE IT REKEYED THIS TIME
9 AND THE KEY COMES OUT OF THE SHIFTER IN D OR R OR P		CORRECT
10 IT THINKS THE SHIFTER IS IN PARK ALL THE TIME THEN CORRECT		YES IT APPEARS SO
11 LETS VERIFY THE CKT TERM 5 OF THE CONNECTOR THRU THE PARK PIN SW TO GROUND AND MAKE SURE THE CKT CHANGES FROM OPEN TO GROUND WHEN THE PARK PIN SW IS ACTIVATED, THAT MAKE SENCE ?		SURE DOES THANKS
8/10/2010 11:49:33 AM	MARKP	
12 WHERE ARE WE AT		CHCKED THAT AND I DON'T HAVE ANY READINGS WHAT SO EVER.
13 SO YOU HAVE NO CONT FROM PIN 5 AT THE KEY INTERLOCK SOLE TO G401 IN ANY POSITION		NO
14 THEN YOU HAVE AN OPEN.THINKS ITS IN PARK ALL THE TIME.NEED TO FIND THE BROKEN WIRE		OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2707371	TOMP	10/17/2008	KEITHC	2

Code	Original Complaint	Probable Cause/Solution	
P 2590	KEY COMES OUT IN GEAR	REPLACE LOCK SET	
		Resln Source: None	Date:
		Status: N/A	Mileage: 84,382
		Remarks / Requestor:	FE Status:

Dealer #: 206862	TZ: CST	VIN: 2HKYF18634H	Err:
Dir Cont: ROBERT HAUSER	Training %:	Year: 2004	Model: PILOT
Serv Ph: (608) 273-3344	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: DAVID DUNAHEE		Fact: ALLISTON	Country: CAN
Dir Name: ZIMBRICK HONDA		Desc: PILOT 5DR EX-LRES 6CYL 240.0 HP	
1601 WEST BELTLINE HWY		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
MADISON WI 53713		Engine #: J35A43520640	Trans #: BVGA6020764
Phone: (608) 273-3344	Fax #: 6082713506	Em Type: KA	
DPSM: JOSHUA WHITNEY	Zone/Dist: 08C	RO #: 329875	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/17/2008 12:35:05 PM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 HOW CAN I HELP?
 - 5 JUST ; DO S/M TROUBLESHOOTING FOR KEY COMES OUT OF IG SWITCH IN GEAR. THEN REPAIR AS NEEDED ACCORDING TO THE DIAGNOSIS.

10/22/2008 6:22:45 AM KEITHC

- 6
- 7 REPLACE LOCK SET

Information from Dealer

IGNITION KEY WILL COME OUT WITH TRANSMISSION IN DRIVE
 NO
 ROBERT H.
 DSM IS GOING TO PAY FOR THE REPAIR ON THIS AND HE SAID TO CALL TO SEE WHAT IF?

PASSES ALL TEST, THE IGN SWITCH IS BROKEN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3149022	STEVEN	05/12/2011	PAULI	6

Code	Original Complaint	Probable Cause/Solution
P 8810	KEY COMES OUT OF IGN SWITCH	REPLACE IGNITION SWITCH
	ResIn Source:	None
	Status:	P HCM
	Remarks / Requestor:	
	Date:	
	Mileage:	125,550
	FE Status:	

Dealer #: 207915	TZ: EST	VIN: 2HKYF18574H [REDACTED]	Err:
Dir Cont: DEREK EGAN	Training %:	Year: 2004	Model: PILOT
Serv Ph: (843) 815-2880	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: TRACY JOY		Doors: 5DR	WD:
Parts Mgr: JEFFREY KOHLER		Fact: ALLISTON	Country: CAN
Dir Name: Hilton Head Honda 161 FORDING ISLAND ROA BLUFFTON SC 29910		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (843) 689-2880	Fax #: 8433427821	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	Engine #: J35A43521970	Trans #: BVGA6022056
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 123505	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/11/2011 11:18:54 AM 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 DOES THE INTERLOCK SOL OPERATE?
 - 7 REPLACE THE IGN SWITCH
- 5/25/2011 11:30:55 AM RICKT
- 8 CALL TO DEALER
 - 9 DO BY CHANCE STILL HAVE THE IGNITION LOCK?
 - 10 GREAT. WILL FAX SHIPPING INSTRUCTIONS
 - 11 PAULI, PLEASE PICK UP THIS IGNITION LOCK FOR RICKT. FAX NUMBER IS 843-815-0339. PLEASE SEND ATTN. DEREK EGAN. THANKS
- 5/25/2011 12:56:06 PM PAULI
- 12 WILL P/U
 - 13 FAXED SHIP REQUEST
- 6/7/2011 5:14:40 PM PAULI
- 14 IGN SW RCVD--FFWD>RICKT
- 6/9/2011 10:19:01 AM RICKT
- 15 PARTS FWD TO LORIN STEVENS AT HCM
- 6/10/2011 1:54:41 PM PAULI
- 16 IGN SW FFWD>HCM

Information from Dealer

KEYS COME OUT OF IGNITION ONCE VEH IS TURNED OFF AND SHIFTER IS STILL IN DRIVE
 [MODEL: PILOT][YEAR: 2004][PUBID: 0][SUBJECT:]
 [KEYWORD: KEY]
 YES
 NO
 NONE
 YES ITS WORKING BUT THE IGN SWITCH LETS THE KEY COME OUT MECHANICALLY

DEREK
IT'S YOUR LUCKY DAY

A/B 443786240567

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3023447	TERRY P	06/24/2010	TERRY P	1

Code	Original Complaint	Probable Cause/Solution		
P 2590	KEY COMES OUT IN GEAR	UNKNOWN; PERFORMING S/M INTRLCK T/S		
		ResIn Source: None		Date:
		Status: N/A		Mileage: 76,982
		Remarks / Requestor:		FE Status:

Dealer #: 208433	TZ: EST	VIN: 2HKYF18574F [REDACTED]	Err:
Dir Cont: ANGELO	Training %:	Year: 2004	Model: PILOT
Serv Ph: (914) 631-0815	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ANDREW FUENTES		Doors: 5DR	WD:
Parts Mgr: XU ZHENG		Fact: ALLISTON	Country: CAN
Dir Name: TARRYTOWN HONDA 480 S. BROADWAY TARRYTOWN NY 10591		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (914) 631-0815	Fax #: 9146315547	WhtBdy: P/S, ABS, SRS AIRBAG, LEATHER, USA	
DPSM: RENA BAEZA	Zone/Dist: 05E	Engine #: J35A43526427	Trans #: BVGA6026404
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 67662	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/24/2010 7:24:35 AM TERRY P
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 DO THE INTERLOCK T/S IN THE AT SECTION OF S/M

Information from Dealer

KEY COMES OUT IN DRIVE GEARS WHEN TRUCK IS OFF. KEY DOES NOT COME OUT WHEN CAR IS RUNNING OR IN ON PO SITION

[MODEL: PILOT][YEAR: 2004][PUBID:][SUBJECT:][KEYWORD: KEYS]