

January 31, 2013

Mr. Jeffrey L. Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation  
U.S. DEPARTMENT OF TRANSPORTATION  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

**Re: PE12-028  
2005 Honda Pilot  
Vehicle Stability Assist (VSA) system malfunctions**

Dear Mr. Quandt:

In reply to your email dated January 4, 2013, we are submitting our updated response to questions 3, 4, 5 and 6 regarding the allegations of Vehicle Stability Assist (VSA) system malfunctions in model year (MY) 2005 Honda Pilot vehicles. Relevant reports and data for the time period are June 21, 2012 to January 4, 2013 are included.

3. State the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
- a) Consumer complaints, including those from fleet operators;
  - b) Field reports, including dealer field reports;
  - c) Reports involving a crash, injury or fatality, based on claims against the Honda involving a death or injury, notices received by the Honda alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d) Property damage claims;
  - e) Third-party arbitration proceedings where Honda is or was a party of to the arbitration; and
  - f) Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

For subparts "a" through "d" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Honda's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f" identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response: The total number of reports for items "a" through "f" are stated in the table below. Honda did not identify any relevant reports for items "c" through "f".

*Note: Honda does not have any fleets of nor did we engage in fleet sales of the 2005 Pilot.*

Model	Model Year	A Owner/ Fleet Reports	B Field/ Dealer Reports	C-1 Crash Reports	C-2 Injury Reports	C-3 Fatality Reports	D Property Damage	E Third-Party Arbitration	F Lawsuits
Pilot	2005	17	22	0	0	0	0	0	0

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
 Date Range: June 21, 2012 to January 4, 2013

4. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3, state the following information:
- Honda's file number or other identifier used;
  - The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);
  - Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - Vehicle's VIN;
  - Vehicle's model and model year;
  - Vehicle's mileage at time of incident;
  - Incident date;
  - Report or claim date;
  - Whether a road or lane departure is alleged;
  - Whether a crash is alleged;
  - Whether property damage is alleged;
  - Number of alleged injuries, if any; and
  - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2003 or 2007, 2010, or a compatible format, entitled "COMPLAINT DATA."

Response: The data elements "a" through "m" are provided in the file titled "COMPLAINT DATA" on the enclosed CD.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
 Date Range: June 21, 2012 to January 4, 2013

5. Produce copies of all documents related to each item within the scope of Request No. 3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for organizing the documents.

Response: See Attachment #Q5 for copies of all documents on enclosed CD.

The documents are organized by category (i.e., consumer complaints, field reports, etc.) and within each category the documents are organized by model year, then the last six digits of the VIN.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
 Date Range: June 21, 2012 to January 4, 2013

6. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a) Honda's claim number and total cost per claim;
- b) Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c) Vehicle's VIN;
- d) Vehicle's model and model year;
- e) Repair date;
- f) Vehicle mileage at time of repair;
- g) Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h) Labor operation number;
- i) Problem code;
- j) Replacement part number(s) and description(s);
- k) Whether parts were returned for analysis by Honda,
- l) Concern stated by customer;
- m) Diagnostic trouble code(s) identified during the repair;
- n) Cause and Correction stated by dealer/technicians; and
- o) Additional comments, if any, by dealer/technicians relating to a claim and/or repair

Provide this information in Microsoft Access 2003 or 2007, 2010, or a compatible format, entitled "WARRANTY DATA."

Response: The total warranty counts are provided in the table below. The data elements "a" through "o" are provided in the file titled "WARRANTY DATA" on the enclosed CD.

Model	Model Year	Warranty Claims	Extended Warranty	Goodwill Claims	Warranty Claims - VSC	Warranty Claims - TSB
Pilot	2005	0	0	6	1	0

Source(s): Warranty claim data.  
As of: July 21, 2012 to January 4, 2013

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



Jay Joseph  
Senior Manager  
Product Regulatory Office

JWJ:cm

Attachments