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U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received
2004 SEP 28 AM
14-JUL-2004

Repository
Reference No.
10081954

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City PHOENIX State AZ Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number same
E-mail Address

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer. YES NO
Signature of Owner [Redacted] Date 9/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2HGES16524H [Redacted]
Make HONDA Model CIVIC Model Year 2004

Date Purchased 5-31-04 Dealer's Name and Telephone Number Showcase Honda 602)2743800
Original Owner Dealer's City Phoenix State AZ Zip Code 85014
Engine: No. Cylinders Fuel Type:

Transmission Type AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-JUL-2004
Failure Mileage
Failure Speed 4-5 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Bridgestone
Tire Model Potenza RE 92
Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)
 Original Equipment
 Prior Repair
Failure Location:
Tire Component Code
Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No
Fire Yes No
Number of Persons Injured 1
Number of Deaths
Reported to Police Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHEN DRIVING AT LOW SPEEDS VEHICLE SURGED FORWARD, THIS CAUSED CONSUMER TO LOSE CONTROL OF THE VEHICLE, AND HIT A BRICK WALL HEAD ON. UPON IMPACT, BOTH FRONT AIR BAGS DID NOT DEPLOY. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR INSPECTION. *AK

full account in attached 4-page letter to Tom Buis Mgr of Showcase Honda 1500 E Camelback Road Phoenix & copy to Hartford Insurance claims Svc. Bill Patschke

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response or a statistical summary thereof, may be used in support of the agency's action.

Brake failure & sudden acceleration ✓
(over)

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

9-9-04

Seriously insufficient space provided;
4 pg attachment therefore

Thanks



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

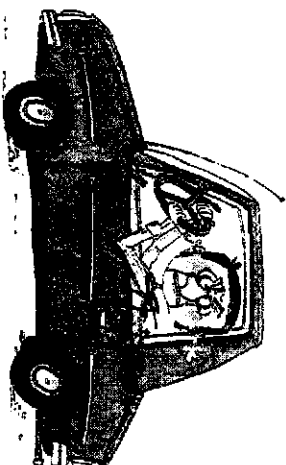
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.dot.gov/hotline>

9 September 2004

Tom Buis, General Manager
Showcase Honda
1500 East Camelback Road
Phoenix, Arizona

*In re: Ref #
10081954*

Dear Mr. Buis,

I am impelled to recount an alarming experience with my 2004 Honda Civic LX purchased from your dealership on 31 May 2004.

On Saturday, 10 July, I was in a private parking lot where my husband works. I pulled ever-so-slowly into a covered parking space. Mindful of a large metal post to the right, I was driving- perhaps- 4 miles per hour...

Just as I turned in toward the space, and tried to apply the brake, it sucked down through the floor. Our new Honda Civic suddenly accelerated quite fast, hurtling forward. It jumped a low concrete curb, plowed across a ten-foot gravel bed, and slammed me into a brick building.

Luckily I was the only one injured, but two office workers rushed out when they felt the impact of our car. A blonde woman assisted me, unfastened my seatbelt, and helped me out of the car. She inquired if I was OK, and stated I appeared to be in shock. I was. My knees slammed into the dashboard, my head hit the steering wheel. I ruptured vessels in my right hand, and sustained a moderate contusion to my left forearm. While the brakes had become useless, ineffectual, I did get the car into Park. You would think hitting the brick side of a building would stop this car, but it didn't. While abutting the building, the wheels continued to spin and dig deep into the gravel bed. The wheels dug in with sufficient force to move the car sideways about a foot.

My husband, [REDACTED], drove us home, and we contacted Showcase Honda the following Monday, 13 July, for we wrongly assumed Honda Service Department would be closed on weekends. My husband spoke with Kevin, relating that I was, resultant to this acceleration accident, afraid to drive this car. Terrified might be a better word choice...

My husband told Kevin "We want your service department to inspect this car and we must have an evaluation of what caused this frightening acceleration. Kevin told us to bring the car in. Next morning, Triple A towed our one-month-old car to your Camelback Road location. Later that day, your service dept. told my husband, "We don't find anything wrong with the car" while at the same time quoting costs of \$2600 to repair the damaged hood, and front bumper.

The next morning, 14 July, I telephoned your Consumer Services Department's 800-999-1009 number, and Ingrid stated, "I personally have not heard of this happening." As she qualified her response with "I personally" I requested she ask a supervisor 'if anyone else in the Customer Service Department had heard of this happening'. She returned to the phone, this time to qualify my question, by asking me, "what YEAR is your vehicle?"

Ingrid returned this second time, stating, "I did check with my supervisor and she said to tell you and it's not something we've heard about at THIS facility."

Ingrid's stipulated reply prompted me to ask, "do you mean there are OTHER customer service facilities who HAVE heard about this? and Ingrid replied, "No, no, it's not something we've heard of -- I mean, there's been no RECALL or anything."

7-14
9:04
am
I then telephoned your own service department, stated my question, and was given Jaime Ferniza, and related the sudden acceleration episode. I asked him the same question, "Has this happened to other Honda Civics?" Mr. Ferniza responded, "We called Honda Tech Engineering and yours is the ONLY case Honda ever had." Speaking for Honda in absolute terms, I tried to clarify this, "Mr. Ferniza, I'm puzzled. You mean you called Tech Engineering about MY car? -- Wow, when was that?" He said, "Yesterday, and there has never been another case of this."

While my question to him was qualified, asking 'if sudden unintended accelerations happened to other Honda Civics' his response was sweeping, all-inclusive and broad-based, saying 'the only case Honda ever had'...

I replied, "Boy, that's amazing. Can you send me a letter that says that mine is the only case Honda ever had?" and he refused, "I can't do that." So I explained "I'm going to have to call my insurance company and tell them, so if I had a letter that explained this was the only case" and he interrupted, Nope, sorry, not in my power -- you're asking me to say there's something wrong with your car."

I then telephoned the National Highway Traffic Safety Board and related what your dealership spokesperson told me. The NHTSB intake person, Quenton, summarily contradicted your own spokesperson saying my acceleration episode "was the only case Honda ever had". He said, "No, No -- There have been many problems with this sudden unintended acceleration."

I was referred to varied on-line web sites, and learned the NHTSB was right -- there are several instances of unintended acceleration accidents, many culminating in deaths and severe injury. Notably, there's a number of sudden acceleration accidents among Honda Accord, Toyota Camry and the Lexus 300 series.

It seems that carmakers, and insurance companies both, find it deliciously easy to deflect culpability onto the driver, posturing that "the driver inadvertently hit the gas pedal instead of the brake". However, there are documented cases of these unintended accelerations when there was NO driver at the wheel and the car, clearly, accelerated itself all by itself...When I related this to my own insurance claims person, Adam Briner

at Hartford Insurance, claimed he had never heard of this problem and asked me to tell him what websites I had gleaned data. I am amazed that an insurance claims investigator never has heard of so extensively documented an issue as sudden accelerations, and decelerations even, with many car makes. Generally the problem is endemic to cars having a cruise control feature. Ironically, we paid extra for your Civic LX Model with cruise control.

Regrettably for untold thousands of car owners and victims, carmakers do not admit acceleration problems existing until there are fatalities or paraplegics wheeling themselves into lawyers' offices. My injuries were minor, and I only crashed into a brick wall instead of a person.

My husband conferred quite a few times with Mr. Briner at Hartford Insurance and with Kevin, and Mike and Steve in the Service and Collision Departments at Showcase Honda. One of your key spokespersons must have been schooled in Evasive Tactics 101, replying to us, "Look, You'll have to take this up with Honda. We're not Honda -- We're Showcase Honda, we're just a dealership."

The frequency of sudden acceleration problems is exacerbated by the recent technology of electronic throttles controls. Conversely, there are reports of Sudden Deceleration whereupon cars will stop - instantly. But do I digress? - not really; I am referencing newly-obtained information of potentially-fatal problems with many car makes, irrespective of North American Honda's posture on the issue of sudden unintended acceleration.

I am afraid to drive my own car.

Just as my husband implored to your service department, and also to Mr. Briner at Hartford Insurance, on 19 July, "What if this happens again? My wife was hurt, but not badly. That was lucky. What if the next time we're suddenly-accelerated into an intersection, and what if someone is killed?" Mr. Briner did not reply even. My husband said, "At the very least, you should get a second opinion inspection on that car. I'm told you never inspected the inside of the car, you only took the mileage and VIN numbers down, and you should inspect the inside because that dashboard got pushed out of alignment."

Mr. Briner ordered a second inspection of our Honda Civic, at my husband's request and, in part, resultant to our calling his supervisor Dennis Lombardo's office, and my conversation with Shannon Comer on 20 July, at the Hartford Claims Service Center.

When I sought assistance from Randy Schiller, your own Customer Service Director, he sounded attentive but his only contribution was to offer me the very same 800 999-1009 Consumer Affairs Honda number I originally called on 13 July, when Ingrid took me for a ride.

This second inspection determined, "we need to replace the AC system, the end cap, a core support and the AC has to be re-charged". The total cost of repairs was about \$4400. Despite my own insurance agent saying he would 'go to bat for me' we both know that Hartford is only too happy to place the monetary rates-increase burden on me, listing the accident as 'driver error'. How many thousands of dollars does Honda and the other carmakers save by taking the public stance that these 'sudden accelerations are resultant to driver error' and only if there are grievous injuries and deaths do you carmakers stand accountable.

We had the car towed in to Showcase Honda to learn what caused this sudden acceleration. To date we have no resolution, or real answer, to our Honda Civic's acceleration problem -- first being told by Kevin that "we found nothing wrong", secondly Jaime stating that, "our Tech Engineering department says this is the only case Honda ever had" and, thirdly, being dismissed altogether by Steve saying, "Look, you'll have to take this up with Honda, we're just a dealership."

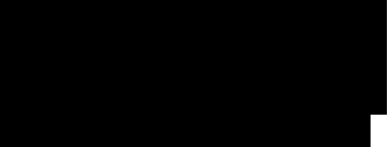
On 4 August, we picked up the car from your repairs location at Highland and 7th Street, and I demanded a print-out of your assessment that "Vehicle operates as designed/Road tested by shop foreman to verify tech findings

I recorded this sudden unintended acceleration accident onto a website called the "Complaint Station" in mid-July. Thankfully, my filing complaint with this "Complaint Station" and also with NHTSB may have assisted someone.

On 1 September, I received an e-mail letter from another shocked-and-awed Honda customer, whose Honda CRV suddenly accelerated in Atlanta, and his wife and 12 year-old son were nearly killed. He is getting the same evasive posture from his Honda Carland Dealership in Roswell, Georgia, that 'Honda has never heard of this problem with the CRV or any other Honda for that matter'.

I am doing my part, and telling everyone about my experience with Honda.

I remain afraid to drive my own car,



Phoenix, Arizona

CC: Darren Gaines, Service Director, Showcase Honda
Dennis Lombardo, Hartford Insurance Claims Service Department
✓ National Highway Traffic Safety Department Office of Defects Investigation