



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2007 JUN -8 AM 10:46

Repository ☐

03-MAY-2007

Reference No.

10189620

OWNER INFORMATION (Type or Print)

Name

Address

City

KNOXVILLE

State

TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HGCM568X7A

Make

HONDA

Model

ACCORD

Model Year

2007

Date Purchased
07-JAN-07

Dealer's Name and Telephone Number
RUSTY WALLACE HONDA

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
KNOXVILLE

State
TN

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-MAY-2007

Failure Mileage
2800

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: 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

0

Number of Deaths

0

Reported to Police

N

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

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

TL*THE CONTACT OWNS A 2007 HONDA ACCORD. THE CONTACT DEPRESSED THE ACCELERATOR SLIGHTLY AND THE PEDAL BECAME STUCK. THE CONTACT'S VEHICLE SPED AROUND AND CRASHED INTO A PARKED VEHICLE. THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE FAILED TO DECELERATE OR STOP. SHE CONTINUED TO APPLY THE BRAKES AND THE VEHICLE STOPPED ABRUPTLY. THE DEALER WAS CONTACTED REGARDING THIS FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 2,800. *AK

Enclosed is a copy of the letter I wrote describing the accident.

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.

May 2, 2007

American Honda Corporation
8601 McAlpine Park Drive
Suite 230
Charlotte, NC 28211

Dear Sir:

VIN #: 1HGCM568X7A [REDACTED]
HONDA ACCORD 2007

I am writing to let you know of my concerns with my new Honda Accord. I was running my car through the Simonez Car Wash yesterday, May 1. After the drying process, I put my car in gear to pull completely out of the car wash. When I put my foot on the gas my car went bezerk! Somehow the gas pedal jammed and my car instantly flew out of the car wash with my tires squealing. I could not stop the car. I tried the brake and it still did not stop. The employees who wipe the cars down were running out of the way. The tires were still squealing and I could not stop my car. I steered it around the building and ran through a covered canopy where a mini-van was being waxed. I kept trying the brakes but the car would not stop until I hit the parked mini-van. Finally after hitting the mini-van the car stopped. I can't tell you what an experience this was. My car literally flew out of the car wash. Fortunately no other cars were being dried at that time or I would have hit several more cars. Fortunately the guys drying the cars heard my squealing tires and saw the car and got out of the way. I could have killed someone! Needless to say, my new Honda Accord is wrecked. Also, the air bag did not deploy when I hit the other car.

My car is now at Rusty Wallace Honda on Callahan Road in Knoxville. They assured me they would check this gas pedal problem and let me know what was wrong.

I was terrified. You can't image how it feels to have absolutely no control over the car you are driving and maybe injuring people and yourself. There was a Pilot gas station directly beside the car wash. I could have hit a gas pump. My blood pressure was definitely up, and heart was pumping. I was a wreck. I am still today, replaying it in my mind.

The employees and manager at the Simonez car wash took some pictures of where the tires made the marks on the pavement. They all heard the squealing and couldn't believe what had happened.

I'm writing to make you aware that something terrible happened to that car. I do not even want to get in it and drive it again. I am a responsible adult. There is no way I would have come out of that car wash with the accelerator pushed to the floor. I want you to assure me that this car has no problems so that this could never happen again.

I hope to hear from you concerning this problem.

Thank you.

[REDACTED]
[REDACTED]
Knoxville, TN [REDACTED]
[REDACTED] – home

cc: Rusty Wallace Honda
109 Callahan Drive
Knoxville, TN 37912

National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594-0003

Reported to NHTSA (National Highway Traffic Safety Association) by hot line phone
On 5/3/07.

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

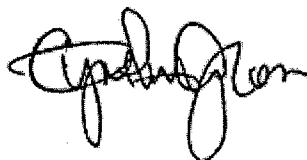
The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research division
Office of Defects Investigation
Enforcement

Enclosure: VOQ