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**Subject: LETTER TO THE ADMINISTRATOR FROM SENATOR BOXER ON BEHALF OF CONSTITUENT,
[REDACTED] RE SUDDEN ACCELERATION OF HER 2011 HONDA ACCORD COUPE**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: CHAN LIEU

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

The Honorable BARBARA BOXER
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/1/2011	12/2/2011	
NVS-010	INFORMATION	11/1/2011		11/1/2011
NGA-110	INFORMATION	11/1/2011		11/1/2011

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TGW

United States Senate

HART SENATE OFFICE BUILDING
SUITE 112
WASHINGTON, DC 20510-0505
(202) 224-3553
<http://boxer.senate.gov>

October 13, 2011

Mr. David Strickland
Administrator, National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Ave SE
Washington, DC 20590-0001

Dear Mr. Strickland:

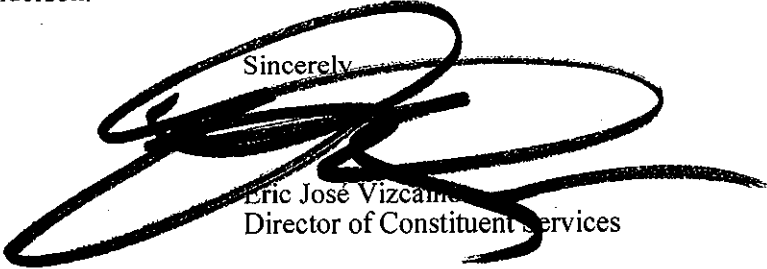
Enclosed, please find a copy of the correspondence Senator Boxer received from [REDACTED] regarding a matter pertaining to the U.S. Department of Transportation, National Highway Traffic Safety Administration (NHTSA).

[REDACTED] informs the Senator that her 2011 Honda Accord Coupe suddenly accelerated at a stand still, causing significant damage to her vehicle. It is her contention that she brought this matter to the attention of her local Honda dealership, but that Honda stated her vehicle did not malfunction. As such, [REDACTED] respectfully requests that the NHTSA conduct an investigation into the aforementioned matter without further delay.

I am forwarding the attached for your review and consideration. Any information you can provide in response to the concerns expressed by [REDACTED] will be most appreciated.

Thank you for your assistance in this matter. Please respond to Senator Boxer's Oakland office, attention: Maria Henderson.

Sincerely,


Eric José Vizcaino
Director of Constituent Services

EJV:mh
Enclosure
cc: [REDACTED]

September 2, 2011

Dear Senator:

Last year you took part in hearings regarding the serious and dangerous incidences of sudden acceleration in Toyota vehicles. I hope you remain committed to ensuring that automakers are held responsible for any unsafe vehicles they manufacture.

I am writing simply to inform you that sudden acceleration is not "yesterday's issue." Last month I experienced such an incident in my 2011 Honda Accord Coupe. Not surprisingly, Honda refused to acknowledge the problem. Fortunately, in my case, no one was hurt. But as someone who has legitimately experienced this frightening phenomenon, I respectfully ask that you do not let this issue die away. It is a serious safety problem, even if it is sporadic and hard to pin down. I hope you'd agree that auto manufacturers should not be allowed to simply figure into their bottom line the costs of accidents occasioned by this glitch. The past has given us the tragic examples of the Ford Pinto gas tank and, more recently, the Toyota throttle issues. The electronic throttle issue is not solved. I can attest to that. I hope there is still something that can be done on an industry-wide level to address this very serious and life threatening malfunction.

I have attached the correspondence I sent to American Honda regarding my situation. I was told they would "keep my letter in their file". Sad.

Thank you for your consideration.


Cerritos, CA 

August 20, 2011

Mr. Tetsuo Iwamura
American Honda Motor Co., Inc.
1919 Torrance Blvd.
Torrance, CA 90501-2746

Re: **Your Company's Response to Report of Sudden Acceleration Incident in
2011 Honda Accord Coupe: VIN No. 1HGCS2B81BA [REDACTED]**

Dear Mr. Iwamura:

On July 9, 2011, after pulling into a parking space at a local market in my 2011 Honda Accord Coupe, the car suddenly accelerated from a near dead stop and catapulted itself into a planter area, where the undercarriage got tangled up in a woody bush, stopping the forward motion of the car.

I am writing to express my concern with the way your company handled my reporting of this incident. I understand the difficulties in evaluating circumstances like this, but I feel very strongly that your company responded in an irresponsible manner and did not give this incident the serious attention it deserves.

Very briefly, after insisting that I first repair the car, someone from your company inspected it. The "inspection" consisted of driving the vehicle for six miles and checking brakes and throttle. I would like to meet the engineer who considers this inspection an adequate diagnostic. The inspector never contacted me to get any statement or description of what had occurred. Afterwards I was told that the inspector "could not duplicate the incident". Given the very nature of sudden acceleration incidents, this response is, frankly, ridiculous. After the inspection, I was told that, as far as your company was concerned, the matter was closed. After the first agent told me that the case was closed, I asked if I could speak to someone else at the company. I was told that, no matter who else in the company I spoke to, I would get the same answer. I spoke to a second representative anyway. He could only parrot what was certainly a statement from the legal department to the effect that the vehicle systems were operating within manufacturer specifications. When pressed as to why a car operating within specs would suddenly accelerate, he only repeated the same statements. When asked if it was the company's position that there was nothing wrong with the car, he again only repeated that it was operating within specs. One can only conclude from this that the specifications for your vehicles allow for sudden acceleration.

I never drove the car again and returned it to the dealer, where I suffered a financial loss of about \$3500.

My main intent in writing this letter is to determine if anyone at American Honda actually cares about serious malfunctions such as I experienced. I understand these situations are not easy to evaluate, but I felt that no serious consideration was given to the overall circumstances of my case, which included the following:

When the incident occurred, my car had pulled almost completely into the parking space. It suddenly moved fast enough within only about 2 feet of space to jump a 6-inch curb and plough through a median. The sensation was as if the throttle were completely

floored. Even assuming driver error, i.e., stepping on the accelerator instead of the brake, why would a driver floor the brake pedal under these circumstances? A driver coming to a sudden stop to avoid an object in the road would, indeed, slam on the brakes. A driver coasting into a parking spot is at best feathering the brake. There is no reason to floor either pedal, brake or accelerator, under these circumstances.

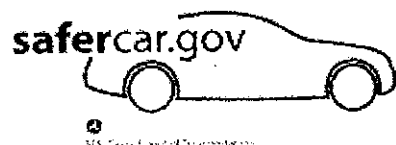
I never drove the car again and gave it back to the dealer at a loss. I was told by the dealer that I would probably suffer less financial loss by selling the car to a secondhand dealer like Carmax who did not have the same disclosure requirements as a registered Honda dealer. I refused to do this since I considered (and still consider) the vehicle dangerous and, in good conscience, could not consent to selling it to any other driver. Why would I have taken steps so disadvantageous to my own financial interest if I were not certain that the car were, indeed, unreliable and dangerous?

I am asking if American Honda takes people seriously when incidents of sudden acceleration are brought to your attention. Is anyone giving any consideration to the design of the electronic throttle system, the electronics used, or any override or fail-safe systems that could prevent an incident of sudden acceleration from occurring? After dealing with your company, it seems that you are willing to weather the occasional glitch and the potential damage or injury it could cause, rather than seriously consider, much less admit, there might actually be a problem. This is cynical and unconscionable in the extreme. I truly hope this is not your company's position.

Attached is a copy of the safety complaint I registered with the NHTSA. I am also taking every opportunity to describe what occurred in my Accord Coupe on any and all websites, blogs, etc. that deal with these issues. Apparently I am not the only one who has had this same traumatic experience, followed by the same frustrating bureaucratic denial on the part of your company. I feel it is a moral obligation to bring this to your attention. That's all I can do. The rest is up to you and your conscious, if indeed there is one at American Honda.


Cerritos, CA 

Cc: Mr. Hidenobu Iwata
Mr. Shigeo Taguchi
Mr. Akihiro Takahashi
Mr. Rick Schostek
Mr. Jim Wehrman
Mr. Tom Shoupe
Mr. Steve Center



Safety Complaint Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10418529

Your Complaint Information

Acknowledgement

An e-mail was sent to [REDACTED]

Complaint Information

Description:

I was parking my 2011 Honda Accord Coupe in a space in a parking lot, feathering the brake and about to come to a complete stop. Suddenly the car revved up and accelerated forward. The engine raced as if the throttle had been floored. In about 2 feet of space it accelerated enough to jump about a 6-inch curb where it hit a woody bush, which stopped its forward motion.

Approximate Incident Date: 7/9/2011

Your responses to the questions regarding the incident:

Deaths/Injuries: No	Property Damage: Yes
Fire: No	Crash: Yes
	Police Report: No

[top](#)

Vehicle Information

VIN: 1HGCS2B81BA [REDACTED]

Year, Make, Model: 2011, HONDA, ACCORD

Vehicle Details

Failure Mileage: 8,000

Speed: 3

Vehicle Component Information

Component 1: VEHICLE SPEED CONTROL[top](#)**Consumer Information****Name:** [REDACTED]**Daytime Phone:** [REDACTED] **Ext:****Evening Phone:** [REDACTED]**E-mail:** [REDACTED]**Fax:****Address:** [REDACTED]**City, State, Zip:** Cerritos, CA [REDACTED]**Country:** USA**Referral Source:** Other Government Agency

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153



United States Senate

WASHINGTON, DC 20510-0505

OFFICIAL BUSINESS

Barbara Baker

U.S.S.

Mr. David Strickland
Administrator, National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Ave SE
Washington, DC 20590-0001



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