

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 SEP 1 2011 22-SEP-2011 Repository ☐ Reference No. 10426752	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name [REDACTED]				E-mail Address [REDACTED]	
Address [REDACTED]				Evening Telephone Number [REDACTED]	
City LEESBURG		State FL	Zip Code [REDACTED]		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2HGFB2F93CH [REDACTED]		Make HONDA	Model CIVIC	Model Year 2012	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 25-JUL-2011	
☐ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL INTERMITTENT FAILURE TO ACCELERATE FROM IDLE SPEED				Failure Mileage 150	Failure Speed 0-5
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	Number of Deaths	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 2012 HONDA CIVIC EXL. WHILE DRIVING APPROXIMATELY 5 MPH, THE ACCELERATOR PEDAL WAS ENGAGED AND THERE WAS A TWO SECOND DELAYED RESPONSE. THE FAILURE RECURRED SPORADICALLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS MADE AWARE OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 150. INTERMITTENT FAILURE TO ACCELERATE FROM ZERO OR IDLE SPEED AS FROM A TRAFFIC SIGNAL OR EXITING A PARKING LOT INTO ONCOMING TRAFFIC. (HAS OCCURRED 4 TIMES SINCE LAST WEEK)					
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.					

PH [REDACTED]

Leesburg, FL [REDACTED]

email: [REDACTED]

Friday, October 7, 2011

AMERICAN HONDA SURVEY PROCESSING CENTER
PO BOX 1148
CYPRESS, CA 90630-9947

Dear Sirs:

Thanks for your ongoing interest in customer satisfaction.

I regret that my most recent experience with Honda, has necessitated my taking this approach to expressing my dissatisfaction.

Let me begin by saying I and my family have been loyal, enthusiastic Honda automobile owners since the early 1980's. I have personally owned eight Honda vehicles, the last three being an EXL ODESSY, an EXL Accord and presently an 2012EXL CIVIC. Our five children currently own two ODESSYS, an ACCORD and a PILOT. By this you can see we are a loyal Honda family. We find a lot to like about Hondas but most especially the reliability.

My disappointment has resulted with the failure to resolve an ongoing problem with our new CIVIC. It is a random highly intermittent, yet potentially dangerous situation involving a complete momentary failure to accelerate from stopped or idling condition such as pulling out of a parking lot into oncoming traffic or turning to the on ramp of an Interstate Highway. This has now happened over two dozen times beginning with the next day after driving it home from the Dealer in Deland, Florida. Your records will show that two Service departments both here in Leesburg and in Deland where we purchased, it have attempted to duplicate the problem but because of its intermittent nature were unable to do so. And apparently even though I can give explicit description of the circumstances under which it occurs, your service "protocol" prevents the service technicians from attempting any action in the only areas of the vehicle that could cause this type of problem! (Computer, Fuel control ,etc.?) *It has occurred 4 times since last week when I began composing this letter including twice today when my wife was driving!*

Now please understand, my wife is very apprehensive about driving the car. It is actually a bit scary if you don't know for sure that it's going accelerate properly when you are attempting to move into oncoming traffic. As mentioned, the failure is momentary, lasting two to three seconds before resuming normal acceleration. As you can see, this could potentially have tragic results. As of this point HONDA AMERICA has not lived up to what I would have expected.

Sincerely,

[REDACTED] and [REDACTED]

c: Corey Dean, New Car Sales Manager, Coggin Deland Honda
Jay Golsten, Service Manager, Coggin Deland Honda