

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 <b>JAN 19 2012</b> 14-DEC-2011	Repository <input type="checkbox"/>
	Reference No. 10439871

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
KINSTON	NC	[REDACTED]	
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[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 5FNYP3H29BE [REDACTED]	Make HONDA	Model PILOT	Model Year 2011
Date Purchased Oct 2010	Dealer's Name and Telephone Number Bob Barbour Honda Greenville North Carolina	Engine: No: Cylinders	Fuel Type: Regular
Original Owner <input checked="" type="checkbox"/>	Dealer's City Greenville	State NC	Zip Code
Transmission Type auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 08-DEC-2011

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage 10000	Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make Goodyear	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N <b>Yes</b>

**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 2011 HONDA PILOT. WHILE STOPPED AT A DRIVE THRU WINDOW, THE VEHICLE SUDDENLY ACCELERATED WITH THE BRAKE PEDAL WAS DEPRESSED AND CRASHED INTO THE REAR OF ANOTHER VEHICLE. THE POLICE ARRIVED ON THE SCENE AND AS THE CONTACT ATTEMPTED TO MOVE THE VEHICLE A SECOND TIME, THE VEHICLE ACCELERATED YET AGAIN. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO THE DEALER FOR DIAGNOSIS. THE TECHNICIANS INSPECTED THE VEHICLE AND WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 10,000.

Damage to vehicle \$2200

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 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.

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

Honda dealership kept car for 2 days - also had district service mgr to inspect car - could find no reason that it accelerated on its own - Spoke with customer service rep of Honda & incorporated with no satisfaction - It's as if no one wants to believe that this actually happened - Received a ticket from police for failure to reduce speed - "Like I could help this - from happening" I Am 61 yrs old & this is the first ticket I have ever received - Why does honda not look into this -

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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