



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 30, 2013

[REDACTED]

Jensen Beach, FL [REDACTED]

NVS-216 nlm
Ref. No. 10474641

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Honda Accord. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that the trunk lid on your wife's 2011 Honda Accord will not stay up. The trunk lid only stays up when it is fully opened. Your wife has been hit by the falling trunk lid several times. In addition, you sustained a head injury when the trunk lid fell down without warning. You reported this problem to the dealer and Honda but they declined to assist you. You believe Honda should utilize a safety device that keeps the trunk lid up similar to other vehicles. You request that NHTSA look into this problem because you believe it is a safety hazard.

We have reviewed our database in an effort to identify whether a safety defect trend exists with trunk lid strut failures in MY 2011 MY Honda Accord vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov. We recommend that you continue to work with Honda and your dealer for a resolution or you may consider having the trunk lid struts replaced.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement