

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                           |                                |                                                                                                   |                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------|--------------------------------|---------------------------------------------------------------------------------------------------|----------------|
|  <div style="text-align: center;"> <b>DOT Auto Safety Hotline</b><br/> <b>Vehicle Owner's Questionnaire</b><br/> <b>To Report Vehicle Safety Defects</b><br/> <b>1-888-DASH-2-DOT</b><br/> <b>(1-888-327-4236)</b><br/> <b>INTERNET: www.nhtsa.dot.gov/hotline</b> </div>                                                                                                                                                                                                                          |                                                                                      |                           |                                | FOR AGENCY USE ONLY 100148                                                                        |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                           |                                | Date Received<br><div style="text-align: center; font-size: 1.2em;">OCT 10 2012</div> 20-SEP-2012 |                |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                      |                           |                                |                                                                                                   |                |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      | Address                   |                                | Daytime Telephone Number                                                                          | E-mail Address |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      | State                     | Zip Code                       | Evening Telephone Number                                                                          |                |
| CHARLESTON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      | SC                        |                                |                                                                                                   |                |
| 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).                                                                                                                                                                                                                                                                   |                                                                                      |                           |                                |                                                                                                   |                |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      |                           |                                |                                                                                                   |                |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                      |                           | Make                           | Model                                                                                             | Model Year     |
| 1HGCM56307A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                      |                           | HONDA                          | ACCORD                                                                                            | 2007           |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's Name and Telephone Number                                                   |                           | Engine:                        | Fuel Type:                                                                                        |                |
| 8/30/10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Hendrick Honda of Charleston                                                         |                           | No: Cylinders                  |                                                                                                   |                |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's City                                                                        | State                     | Zip Code                       |                                                                                                   |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                           | 4                              | 87 octane                                                                                         |                |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <input checked="" type="checkbox"/> Antilock Brakes                                  | Powertrain                | Multiple Failure:              | Incident Date(s)                                                                                  |                |
| automatic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> Cruise Control                                   |                           | twice - same day               | 20-SEP-2012                                                                                       |                |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                      |                           |                                |                                                                                                   |                |
| Vehicle Component Code: 180000 VEHICLE SPEED CONTROL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      |                           |                                | Failure Mileage                                                                                   | Failure Speed  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                           |                                | 58445                                                                                             | stopped        |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                      |                           |                                |                                                                                                   |                |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Tire Model (Name or Number)                                                          |                           | Tire Size (Example P215/65R15) |                                                                                                   |                |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair |                           | Failure Location:              |                                                                                                   |                |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                           | Tire Failure Type:             |                                                                                                   |                |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                      |                           |                                |                                                                                                   |                |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Date Manufactured:                                                                   |                           | Model No./Name:                |                                                                                                   |                |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Installation System:                                                                 |                           |                                |                                                                                                   |                |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      | Failed Part:              |                                |                                                                                                   |                |
| <b>APPLICABLE INCIDENT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                      |                           |                                |                                                                                                   |                |
| (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      |                           |                                |                                                                                                   |                |
| Crash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Fire                                                                                 | Number of Persons Injured | Number of Deaths               | Reported to Police                                                                                |                |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                  | 0                         | 0                              | N                                                                                                 |                |
| <b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br>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 STATED THAT AFTER SHIFTING FROM PARK TO REVERSE, THE VEHICLE SUDDENLY ACCELERATED INDEPENDENTLY WITHOUT ANY WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO STATED THAT THEY WOULD CONTACT HIM AT A LATER DATE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 58,445.                                                                                                                                             |                                                                                      |                           |                                |                                                                                                   |                |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      |                           |                                |                                                                                                   |                |
| 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. |                                                                                      |                           |                                |                                                                                                   |                |

Re: Unintended acceleration on 2007 Honda Accord VIN 1HGCM56307A [REDACTED]

Description of Incident (additional information): The vehicle had been driven 10 or 12 miles. When my wife and I got to our destination, we were five minutes early. We stopped and were in a parking place with the car idling in "park" with the A/C on. The engine was never cut off. After five minutes I shifted the car to "reverse" with my foot on the brake. The engine started to over speed as I moved the gear shift on the automatic transmission. I immediately cut off the engine and shifted to "park." I restarted the engine and it immediately started to over speed as if going to full throttle. I cut the engine off again. After several seconds, I started the engine a second time. It worked perfectly. There was no floor mat interference with the accelerator. I drove home and then to the Honda Dealer, Rick Hendrick, in Charleston, SC. The dealer said they could find nothing wrong with the car and would refer the matter to an area factory representative. The weekend after the problem occurred, I drove the car on a 500 mile trip with no problems.

I called Honda Customer Service with a number provided by the dealer. They initiated a chain of events that led to a meeting with the local Honda Service Manager who "grounded" the car, provided me a rental and scheduled a meeting with the area factory representative. I also reported the incident by phone to NHTSA.

10/02/2012 - Meeting was held this date with the area factory representative. His basic premise was any unintended acceleration problem was caused by one putting his/her foot on the brake and accelerator at the same time. That explanation did not cover this incident since the car was in park and I had my foot on the brake before shifting to reverse when the engine acceleration occurred. I tested his premise at home after the meeting. With the shoe I was wearing, it would have been an extremely unnatural "feel" to depress the brake and accelerator at the same time. This unintended acceleration had never happened before and it would have been almost impossible to make that "mistake" two times in a row since I was stopped and very aware during the first restart attempt.

He said Honda had not had a problem. I showed him the statistics from your data base and explained I was sure not all 46 cases for the Honda/Acura 2007 model year (2010 data point) were customer error based on my personal experience. He said they had all been investigated and were not Honda problems. I asked that Honda USA please do some part change outs, e.g., throttle body, cruise/accelerator position module, and Power Train Control Module if the incident repeats itself out of an abundance of caution. He stated his report would recommend additional actions as recommended by the local shop foreman if the incident happened again. He said he did not have authority to say what Honda specifically would do in the future, but that safety was paramount and warranty issues would not affect proper action. They would not put any commitments in writing for me even though I asked for them.

We did a road test to demonstrate that the computer prevents over speeding and discussed emergency actions to take if it happens again. The road test was also, in my opinion, to see if I could have caused the problem. Again, in my opinion, a neutral expert is needed to investigate these incidents to eliminate conflict of interest in the search for the truth.

I feel I am a qualified observer as a retired electrical engineer who headed a design group and an aircraft pilot and I can say unequivocally that the incident was not caused by me.

[REDACTED]

Charleston, SC

10/2/2012



1478 Savannah Hwy.  
**CHARLESTON, S.C. 29407**  
 843-571-6910 Toll Free - 800-763-0281  
 MON. - SAT. 7:30 A.M. - 6:30 P.M.  
 FAX - 843-402-6450  
 www.CharlestonHonda.com

CELL: [REDACTED]

|                              |                                                                 |                                          |                                 |                                  |
|------------------------------|-----------------------------------------------------------------|------------------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>43178</b> | ADVISOR<br><b>CHRIS BECKETT</b>                                 | TAG NO.<br><b>854</b>                    | INVOICE DATE<br><b>10/02/12</b> | INVOICE NO.<br><b>HOC5401638</b> |
| [REDACTED]                   | LABOR RATE                                                      | LICENSE NO.                              | MILEAGE<br><b>58,445</b>        | COLOR<br><b>SILVER/</b>          |
| CHARLESTON, SC [REDACTED]    | YEAR / MAKE / MODEL<br><b>07/HONDA/ACCORD SDN/4DR SDN SE AT</b> | DELIVERY DATE<br><b>08/30/10</b>         | DELIVERY MILES<br><b>43,296</b> |                                  |
|                              | VEHICLE I.D. NO.<br><b>1 H G C M 5 6 3 0 7 A</b>                | SELLING DEALER NO.<br><b>37785/3070/</b> | PRODUCTION DATE                 |                                  |
|                              | F.T.E. NO.                                                      | P.O. NO.                                 | R.C. DATE<br><b>09/20/12</b>    | REPRINT# <b>1</b>                |
| COMMENTS                     |                                                                 |                                          |                                 |                                  |

LABOR & PARTS  
 J# 1 13HOZ \*DRIVEABILITY HOURS: 0.60 TECH(S):75  
 CUST STATES STARTED VEHICLE UP AND PUT INTO REVERSE AND IDLE  
 WENT ALL THE WAY UP. SHUT VEHICLE OFF AND PUT BACK INTO  
 PARK. RESTARTED VEHICLE AND THROTTLE STUCK WIDE OPEN.  
 SHUT VEHICLE OFF AGAIN AND RESTARTED AND VEHICLE WAS FINE.  
 PERFORMED FULL DTC SCAN, FOUND NO HARD OR PENDING CODES  
 IN SYSTEM. MONITORED SYSTEMS. ALL WORKING AS DESIGNED AT  
 THIS TIME.  
 VISUALLY INSPECTED UNDERHOOD. FOUND ALL COMPONENTS TO BE  
 FUNCTIONING AS DESIGNED AT THIS TIME. NO CONDITION FOUND  
 AT THIS TIME.  
 VEHICLE BROUGHT IN, CUSTOMER WAS SUPPLIED A RENTAL  
 VEHICLE 9/28/12. DPSM JOHN KERRIGAN PERFORMED VEHICLE  
 INSPECTION WITH SHOP FOREMAN NEAL KING. NO DEFECTS IN  
 MATERIALS OR FACTORY WORKMANSHIP WAS FOUND.

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 JOB # 1 21491 911239 10/02/12 ENTERPRISE D911239  
 TOTAL - SUBLET 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 COMMENTS-----  
 WAIT

TOTALS-----  
 I want to Thank You for doing business with us and remind  
 you that you may be receiving a phone call from American  
 Honda asking about your experience. Please take a few  
 moments to answer the five questions. Also, they will offer  
 you the opportunity to receive a more detailed survey by  
 email. Please accept the survey opportunity and return it as  
 promptly as possible as your feedback is critical in helping  
 us to continue providing Excellent Service to Our Customers.

|                 |      |
|-----------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX.....  | 0.00 |

Thank You.

CUSTOMER SIGNATURE  
 \*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

TOTAL INVOICE \$ 0.00

**Service Charge.** The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership PERMISSION to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.