

SEP 20 2013

CL-10542939-7849

We thoroughly enjoy many aspects of our Honda Pilot and hope this problem can be addressed and resolved in order to make our Honda Pilot completely safe for operation. Thank you in advance for your attention to this matter and we look forward to quick resolution to a serious problem. If you would like to speak with me personally, you may contact me at [REDACTED] or [REDACTED]

Sincerely,

[REDACTED]

President

CC: U.S. Department of Transportation
NHTSA
1200 New Jersey Avenue SE, West Building
Washington DC 20590

Piedmont Honda
4011 Clemson Blvd.
Anderson, SC 29621

NAM
9/20/13
SMD

[REDACTED]
Highlands, NC [REDACTED]
[REDACTED]

September 10, 2013

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7A
Torrance, CA 90501-2746

RE: 2012 Honda Pilot
VIN: 5FNYP4H25CB [REDACTED]
Dealer: Piedmont Honda
NOTICE OF ACCELERATION DEFECT

Dear Honda Motor Corporation,

This letter should serve as notice that our 2012 Honda Pilot has a significant defect with regard to its ability to accelerate to a safe speed from a dead stop. On multiple occasions, my wife and I have found ourselves in dangerous situations when our 2012 Honda Pilot failed to properly respond to pressing the accelerator. It appears there is a delay from the time you press the accelerator until the engine responds. This situation is extremely dangerous when you need to safely operate your vehicle in a quick manner.

In August 2013, I took my Honda Pilot to Piedmont Honda in Anderson, SC, and explained my concern with the acceleration issue. The service representative told me there was a slight delay due to the acceleration being controlled by the on board computer. I explained to him my safety concern and he advised all on board computer updates would be installed. After the service visit, we continue to experience the problem of the engine failing to properly respond to the pressing of the accelerator.

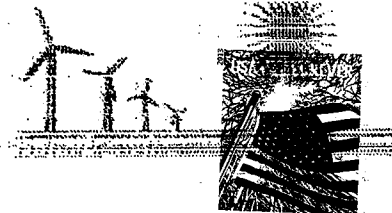
It is also interesting to note we have been approached in parking lots by at least two other 2012 Honda Pilot owners who inquired if we had experienced acceleration issues. We have also spoke with owners of Honda Pilots who own years prior to 2012 and they advise no problems have been experienced with acceleration. Additionally, I have reviewed the online complaints with NHTSA and found at least six complaints with the same issue detailed in this letter.

[REDACTED]
Highlands, NC

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U.S. Dept. of Transportation
NHTSA
1200 NEW JERSEY AVE SE, NEST BLDG.
WASHINGTON D.C. 20590

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