



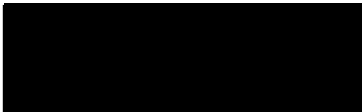
U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

January 7, 2014



Highlands, NC

NVS-216 am  
Ref. No. 10542939

Dear



Thank you for your correspondence concerning your model year (MY) 2012 Honda Pilot. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you and your wife noticed that your MY 2012 Honda Pilot has a problem with delayed acceleration. In August of 2013, you took the vehicle to a local Honda dealership to explain your concerns with acceleration problem. The service representative told you that the acceleration is controlled by an on-board computer. He installed the latest updates, but you continue to have acceleration problems. You spoke to other owners that are experiencing the same problem and have seen complaints on NHTSA's web site. However, you spoke owners of earlier MY Honda Pilots who advised that have not experienced delayed acceleration. You request that the acceleration problem be resolved so that your vehicle can be operated safely.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to delayed acceleration in MY 2012 Honda Pilot vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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. We recommend that you contact Honda or continue to work with the dealer to resolve your problem. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm)

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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