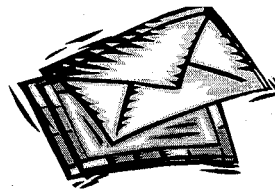


# NHTSA ccmMercury Routing Slip



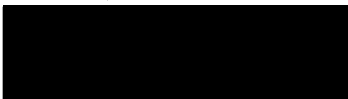
CL-10560957-6424

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

Printed: 1/15/2014

<b>NHTSA #:</b> ES14-000092	<b>Rec'd Date:</b> 1/15/2014	<b>Referred By:</b> NPO-011
<b>XREF #:</b>	<b>Doc Type:</b> GEN	<b>Doc Date:</b> 1/3/2014
<b>Delivery:</b> REG	<b>Address To:</b> NHTSA	<b>Due Date:</b>
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject:</b> SUBMISSION FROM [REDACTED] RE 2012 HONDA CR-V INTERMITTENT PROBLEM		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> ENFORCEMENT	<b>Signature:</b> AS APPROPRIATE	<b>Cleared For:</b>
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Closed Date:</b> 1/15/2014
<b>File Loc:</b>	<b>XREF File:</b>	
<b>Added By:</b> CBUTLER x60180	<b>Modified By:</b> Chris.Butler	
<b>Most Recent Comment:</b>		

**Author:**



JAN 16 2014

NAMPA, ID [REDACTED]  
Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	1/15/2014		1/15/2014
NVS-010	INFORMATION	1/15/2014		1/15/2014

ET  
11614  
SMD

[REDACTED]  
Nampa, ID [REDACTED]

January 3, 2014

Phone: [REDACTED]

RE: 2012 Honda CR-V

VIN: 5J6RM4H38CL [REDACTED]

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

Dear Customer Service Officer:

My 2012 Honda CR-V has an intermittent problem that poses a serious safety hazard. The vehicle sometimes pauses when I, or another driver, attempt to accelerate after the car has been idling. There is zero response for three or four seconds, then the vehicle uncontrollably surges forward. This has happened at traffic signals and in freeway traffic jams. The first occurrence was within a few weeks of purchase, in May 2012. It occurred a few months later on a busy freeway in Sacramento. It has also happened several times since then. So far it has not caused an accident but it certainly has the potential of either getting hit by the car behind it when my Honda will not accelerate, or hitting the car in front when it surges forward after the hesitation.

I reported the problem when I took my car in to the Larry H. Miller dealership in Boise, Idaho to be serviced in October 2012. They were unable to replicate and resolve the intermittent problem. I took my Honda back to the service department last week for the same problem. The service advisor and the service manager were very helpful but, again, the intermittent problem could not be replicated and no abnormality was recorded on the car's computer. They advised me to let them know when the problem happens again so they can troubleshoot it.

I have found numerous reports of the identical problem in the 2012 Honda CR-Vs on various websites. Of the sixty-five complaints about the 2012 Honda CR-V listed on the National Highway Traffic Safety Administration's website, [safercar.gov](http://safercar.gov), nine pertain to this hesitation/acceleration problem. I am attaching a printout of those reports. Car owners have classified their complaints in the variable speed control, fuel propulsion system, power train, and engine categories but the symptoms are the same.

I otherwise like this car very much but I am getting nervous about driving it as I don't want it to cause an accident. Please see that this defect is resolved in my vehicle and in others' 2012 Honda CR-Vs soon, before it results in injuries. Please notify me with your plan to correct the problem.

Sincerely,

[REDACTED]  
Cc: Larry H. Miller Honda, Boise, ID;  
National Highway Traffic Safety Administration

ES14-000092



## 2012 HONDA CR-V

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	65	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 5 out of 6 filtered from 65

<b>Date Complaint Filed:</b> 09/29/2013	<b>Date of Incident:</b> 09/01/2012
<b>Component(s):</b> VEHICLE SPEED CONTROL	<b>NHTSA ID Number:</b> 10546085
<b>All Products Associated with this Complaint</b> ▼	
<b>Details</b> ▲	<b>0 Associated Documents</b> 📄
<b>Crash:</b> No <b>Fire:</b> No <b>Number of Injuries:</b> 0 <b>Number of Deaths:</b> 0	
<b>Manufacturer:</b> Honda (American Honda Motor Co.)	
<b>Vehicle Identification No. (VIN):</b> 2HKRM4H58CH...	
<b>SUMMARY:</b>	
I BOUGHT A NEW CRV IN SEPTEMBER 2012. THE ONLY PROBLEM I HAVE BEEN HAVING IS THAT AT CERTAIN TIMES, USUALLY AT SLOWER SPEEDS WHEN I STEP ON THE GAS THERE IS A 2-3 SECOND DELAY BEFORE THE CAR ACCELERATES. DURING THIS HESITATIONS PERIOD THE ENGINE DOES NOT REV AND THE CAR JUST COASTS. THIS HAS HAPPENED 15 TIMES THE PAST YEAR. THIS CREATES A MAJOR CONCERN WHEN I'M TRYING TO MERGE INTO TRAFFIC OR PULL OUT FROM AN INTERSECTION. NOTE, MY FOOT WAS NOT ON THE BRAKE AND I'VE HAD THE ECON SWITCH IN BOTH ON AND OFF MODE AND THE PROBLEM STILL OCCURS. I TOOK MY CAR TO THE DEALER IN FEBRUARY 2013 AT WHICH TIME IT HAD 3,500 MILES ON THE ODOMETER. THE SERVICE DEPARTMENT WAS UNABLE TO DUPLICATE THE PROBLEM. IN SEPTEMBER 2013 I HAD WORK DONE ON AN ACCORD I OWN AND I SHOWED THE SERVICE ADVISOR COPIES OF 6 REPORTS THRU SAFERCAR.GOV. THE ADVISOR DID NOT HAVE ANY RESPONSE. I NOW HAVE 8,000 MILES ON MY CRV. I RECENTLY REPORTED THE PROBLEM TO HONDA CUSTOMER SERVICE AND THEY SAID THEY HAVEN'T HAD ANY SIMILAR PROBLEMS REPORTED. IN MY OPINION THEY ARE WRONG AS THERE HAS TO BE SOMETHING CAUSING THIS. AT LEAST I HAVE IT ON FILE WITH HONDA. *TR	

<b>Date Complaint Filed:</b> 12/21/2012	<b>Date of Incident:</b> 03/07/2012
<b>Component(s):</b> VEHICLE SPEED CONTROL	<b>NHTSA ID Number:</b> 10489488
<b>All Products Associated with this Complaint</b> ▼	
<b>Details</b> ▲	<b>1 Associated Document</b> 📄
<b>Crash:</b> No <b>Fire:</b> No <b>Number of Injuries:</b> 0 <b>Number of Deaths:</b> 0	
<b>Manufacturer:</b> Honda (American Honda Motor Co.)	
<b>Vehicle Identification No. (VIN):</b> 5J6RM4H7XCL...	
<b>SUMMARY:</b>	
TL* THE CONTACT OWNS A 2012 HONDA CR-V. THE CONTACT WAS DRIVING APPROXIMATELY 35 MPH AND STOPPED FOR A TRAFFIC STOP. AS THE CONTACT ATTEMPTED TO ACCELERATE FROM THE STOP, THERE WAS A DELAYED RESPONSE FROM THE VEHICLE. THE FAILURE RECURRED TEN TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER THREE TIMES WHERE THE CONTACT WAS INFORMED BY THE MANUFACTURER THAT THERE WAS A DEFECT IN THE VEHICLE. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS NOTIFIED OF THE SAFETY ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS UNAVAILABLE. UPDATED 01/05/13*LJ UPDATED 02/6/2013 *JS	

<b>Date Complaint Filed:</b> 12/13/2012	<b>Date of Incident:</b> 11/21/2012
<b>Component(s):</b> ENGINE , POWER TRAIN , VEHICLE SPEED CONTROL	<b>NHTSA ID Number:</b> 10488654
<b>All Products Associated with this Complaint</b> ▼	
<b>Details</b> ▲	<b>0 Associated Documents</b> 📄
<b>Crash:</b> No <b>Fire:</b> No <b>Number of Injuries:</b> 0 <b>Number of Deaths:</b> 0	
<b>Manufacturer:</b> Honda (American Honda Motor Co.)	
<b>Vehicle Identification No. (VIN):</b> 5J6RM3H5XCL...	

**SUMMARY:**

BOUGHT THIS CAR NEW ABOUT A MONTH AGO. THE ONLY PROBLEM I HAVE BEEN HAVING IS THAT AT CERTAIN TIMES, USUALLY AT SLOWER SPEEDS, WHEN I STEP ON THE GAS THERE IS A 2-3 SECOND DELAY BEFORE THE CAR ACCELERATES. DURING THIS HESITATION PERIOD, THE ENGINE DOES NOT REV, AND THE CAR JUST COASTS. THIS HAS HAPPENED 10-12 TIME THIS PAST MONTH. THIS IS VERY DANGEROUS WHEN I AM TRYING TO MERGE INTO FASTER MOVING TRAFFIC. I TOOK MY CAR TO THE DEALER, BUT THEY COULD NOT DUPLICATE THE CONDITION NOR FIND ANYTHING WRONG. THEY TOLD ME THEY REPORTED THE ISSUE TO HONDA NATIONAL. \*TR

Date Complaint Filed: 11/20/2012

Date of Incident: 07/09/2012

Component(s): VEHICLE SPEED CONTROL

NHTSA ID Number: 10485263

All Products Associated with this Complaint Details 0 Associated Documents 

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Honda (American Honda Motor Co.)

Vehicle Identification No. (VIN): JHLRM4H7XCC...

**SUMMARY:**



TL\* THE CONTACT OWNS A 2012 HONDA CRV. THE CONTACT STATED THAT WHILE PULLING OUT OF A PARKING SPACE AT 10 MPH THE VEHICLE RPMS STARTED TO INCREASE EXCESSIVELY THEN THERE WAS A SUDDEN ACCELERATION. THE VEHICLE DROVE OVER A CURB, CRASH INTO A BUILDING AND THEN ROLLED OVER. THE CONTACT DID NOT HAVE ANY PHYSICAL INJURIES. THE VEHICLE WAS DESTROYED. THE POLICE WERE NOTIFIED AND A REPORT WAS FILED. THE DEALER WAS NOTIFIED WHICH OFFERED NO ASSISTANCE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 2,000.

Date Complaint Filed: 11/05/2012

Date of Incident: 11/01/2012

Component(s): POWER TRAIN , VEHICLE SPEED CONTROL

NHTSA ID Number: 10483043

All Products Associated with this Complaint Details 2 Associated Documents 

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Honda (American Honda Motor Co.)

Vehicle Identification No. (VIN): Not Available

**SUMMARY:**

2012 HONDA CRV. CONSUMER WRITES IN REGARDS TO VEHICLE GAS PEDAL.\*SMD THE CONSUMER STATED, WHEN HE STEPPED ON THE ACCELERATOR PEDAL, THE VEHICLE WOULD BOGGED DOWN. HE WOULD HAVE TO PUMP THE ACCELERATOR PEDAL, IN ORDER TO GET THE VEHICLE TO MOVE. THE DEALER WAS UNABLE TO FIND A PROBLEM.



## 2012 HONDA CR-V

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	65	N/A

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Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 6 - 6 out of 6 filtered from 65

Date Complaint Filed: 06/27/2012

Date of Incident: 06/27/2012

Component(s): VEHICLE SPEED CONTROL

NHTSA ID Number: 10463290

All Products Associated with this Complaint ▾

Details 📄

0 Associated Documents 📄

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Honda (American Honda Motor Co.)

Vehicle Identification No. (VIN): 5J6RM3H70CL...

**SUMMARY:**

TL\* THE CONTACT OWNS A 2012 HONDA CR-V. THE CONTACT STATED THAT THE VEHICLE HESITATED TO ACCELERATE. THE VEHICLE WAS TAKEN TO THE DEALER, WHO STATED THAT THE VEHICLE WAS WORKING UP TO STANDARD. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 6,242.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



## 2012 HONDA CR-V

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	65	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 1 out of 1 filtered from 65

Date Complaint Filed: 12/12/2013

Date of Incident: 03/01/2012

Component(s): FUEL/PROPULSION SYSTEM

NHTSA ID Number: 10555809

All Products Associated with this Complaint

Details

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Honda (American Honda Motor Co.)

Vehicle Identification No. (VIN): 5J6RM3H7XCL...

**SUMMARY:**

I PURCHASED A NEW 2012 CRV IN MARCH, 2012 & OCCASIONALLY AT LOWER SPEEDS IT WOULD HESITATE FOR A COUPLE SECONDS BEFORE RESPONDING TO GIVING IT GAS, ESPECIALLY WHEN TURNING A CORNER. A COUPLE TIMES I WAS ALMOST REAR ENDED DUE TO THE HESITANCY. AT THAT TIME I THOUGHT I HAD BAD GAS CAUSING THE PROBLEM, ESPECIALLY SINCE IT ONLY DID IT PERHAPS 5 TIMES IN THE FIRST 15,000 MILES & I WAS UNABLE TO DUPLICATE THE PROBLEM IMMEDIATELY AFTER. RECENTLY AROUND 20,000 MILES IT SEEMED TO BE INCREASING THE FREQUENCY THAT IT WAS HAPPENING, SO ON 11-29-2013 I INQUIRED AT THE HONDA DEALER & WAS TOLD THAT THEY HAD RECEIVED COMPLAINTS ABOUT IT FROM OTHERS BUT HAD NO SOLUTION. THEY SUGGESTED THAT I MIGHT AVOID USING THE ECON BUTTON SINCE THAT SEEMED TO BE PART OF THE PROBLEM. THEY WAS ALSO ANOTHER GENTLEMAN AT THE DEALERSHIP AT THE SAME TIME WITH A 2012 CRV & HE HAD THE SAME PROBLEM BUT WITH GREATER FREQUENCY THAN WHAT I WAS HAVING. I JUST RETURNED FROM A TRIP OF ABOUT 1,800 MILES & THE FREQUENCY HAS INCREASED DRAMATICALLY, 6-8 TIMES DURING THE TRIP. DURING HEAVY TRAFFIC I DISENGAGED THE ECON BUTTON, BUT I STILL CONTINUED TO HAVE THE PROBLEM OF IT HESITATING EVEN WITH THE ECON BUTTON DISENGAGED. ON 12-10-2013 I WAS BACK AT THE DEALERSHIP FOR MAINTENANCE & TOLD THEM THAT THE FREQUENCY WAS INCREASING; THEY SAID THEY COULD NOT DUPLICATE IT & HAD NO KNOW SOLUTION TO THE PROBLEM. THEY ARE SAYING THAT THE PROBLEM HAS TO DO WITH €œGRAY MATTER€ IN THE COMPUTER SYSTEM THAT ALLOWS IT TO ACHIEVE MAXIMUM EFFICIENCY, WHATEVER THAT MEANS. I AM NOW FEARFUL OF TURNING LEFT IF THERE IS ONCOMING TRAFFIC OR PULLING OUT INTO TRAFFIC.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



## 2012 HONDA CR-V

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	65	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 6 - 6 out of 6 filtered from 65

Date Complaint Filed: 07/17/2012

Date of Incident: 05/16/2012

Component(s): ENGINE

NHTSA ID Number: 10465936

All Products Associated with this Complaint

Details

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Honda (American Honda Motor Co.)

Vehicle Identification No. (VIN): Not Available

**SUMMARY:**

IN STOP AND GO TRAFFIC, WITH AND WITHOUT THE ECON BUTTON ON, THE CAR HESITATES TO ACCELERATE TO THE POINT THAT IT HAS NEARLY CAUSED ACCIDENTS. TOOK IT TO HONDA AND ASKED THEM TO DRIVE TO WITNESS THE PROBLEM. I DON'T THINK THEY DROVE IT. THE PROBLEM IS SOMEWHAT INTERMITTENT, SO YOU NEVER KNOW WHEN IT WILL HAPPEN. YOU HAVE TO ADJUST YOUR DRIVING JUST IN CASE IT MIGHT HAPPEN. THE DEALER TOLD ME NOT TO DRIVE WITH ECON BUTTON IN CITY DRIVING CONDITIONS. THAT DOESN'T MAKE A DIFFERENCE. IT WILL CAUSE ACCIDENT EVENTUALLY. \*TR

LOOK AT THIS, AND GET TO THE BOTTOM OF THIS FIRE INCIDENCE, AND HOPEFULLY, THIS CAN PREVENT "FATAL" DISASTERS IN THE FUTURE. \*TR

**Date Complaint Filed:** 05/28/2013

**Component(s):** ENGINE

**Date of Incident:** 03/01/2012

**NHTSA ID Number:** 10513977

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

**Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

**Manufacturer:** Honda (American Honda Motor Co.)

**Vehicle Identification No. (VIN):** 5J6RM4H5XCL...

**SUMMARY:**

I HAVE BEEN HAVING RANDOM INCIDENTS SINCE I GOT THE CAR A LITTLE OVER A YEAR AGO WHERE THE GAS PEDAL HAS ACCELERATOR ISSUES. USUALLY FROM EITHER A STOP OR SLOW MOVING, I ACCELERATE AND THERE IS NOTHING FOR A FEW SECONDS, A HESITATION, WHEN STEPPING ON THE GAS PEDAL. I HAVE ALMOST BEEN REAR ENDED NUMEROUS TIMES, AND HAVE ALSO ALMOST HAD ACCIDENTS WHILE TRYING TO TURN ACROSS TRAFFIC AND LOSING ACCELERATION WITH NO WARNING. I HAVE HAD THE CAR INTO SERVICE AND AM TOLD THEY CAN'T DUPLICATE THE PROBLEM SO CAN'T FIX IT. I AM SERIOUSLY CONCERNED DRIVING THIS CAR AS IT KEEPS HAPPENING AND THERE IS NO EXPLANATION HOW TO FIX THE PROBLEM. SOMEONE I WORK WITH HAS THE SAME CAR BUT A 2013 AND IS HAVING THE SAME PROBLEM. \*TR

**Date Complaint Filed:** 03/04/2013

**Component(s):** ENGINE

**Date of Incident:** 02/01/2012

**NHTSA ID Number:** 10501202

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

**Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

**Manufacturer:** Honda (American Honda Motor Co.)

**Vehicle Identification No. (VIN):** 5J6RM4H73CL...

**SUMMARY:**

TL\* THE CONTACT OWNS A 2012 HONDA CRV. THE CONTACT STATED THAT THE ENGINE FAILED TO START. THE FAILURE WAS EXPERIENCED NUMEROUS TIMES AND WAS TAKEN TO THE DEALER NUMEROUS TIMES. THE DEALER PERFORMED SEVERAL DIAGNOSTICS, WHICH LOCATED FAILURE CODES WITH THE GROUND WIRE, BATTERY, LIFT GATE POWER ASSEMBLY, AND THE COMPUTER SOFTWARE. THE DEALER REPLACED THE AFFECTED PARTS AND UPDATED THE COMPUTER SOFTWARE BUT THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 165 AND THE APPROXIMATE CURRENT MILEAGE WAS 27,000.



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W41-323

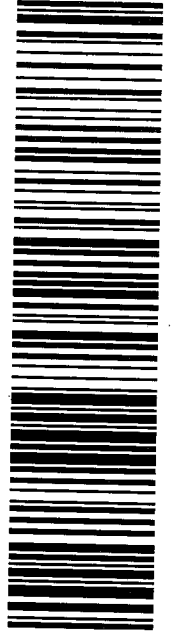
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1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

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