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CL-10560957-9930

[REDACTED]
Nampa, ID [REDACTED]
January 16, 2014
Phone: [REDACTED]

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

RE: 2012 Honda CR-V
VIN: 5J6RM4H38CL [REDACTED]

Larry Miller Honda
7710 West Gratz Drive
Boise, ID 83709

JAN 24 2014

I wish to thank you for the quick response to my letter of January 4 in which I informed American Honda and your office of a hesitation/surge problem I have been experiencing with my 2012 Honda CR-V. Your service manager, Jeff, immediately scheduled a follow-up appointment. He, as well as the service advisor and the technician, were very helpful. After checking for error codes on my vehicle's computer, and a test drive with me driving, they suggested the problem might be caused by the use of my left foot when braking. They explained how this could happen with the drive-by-wire technology. This makes sense to me. I am now making sure to use only my right foot. I will inform your Service Department if the problem continues but I think this driving change will resolve the problem.

I was contacted by American Honda on Tuesday of this week. I explained the resolution of the problem to the case manager. With my approval, he closed the case, suggesting it can be reopened if the problem reoccurs.

I have been very happy with my Honda, and with the Larry Miller Honda Service Department.

Thank you.

Sincerely,

[REDACTED]

- Cc: American Honda Motor Co., Inc.
- ✓ National Highway Traffic Safety Administration

*This is in follow-up of my letter of January 3. (see attached copy of letter I sent to your office.)
The problem seems to now be resolved and was caused by use of my left foot, not a problem with the car.*

ET
12814
SMD

Copy

[REDACTED]
Nampa, ID [REDACTED]
January 3, 2014
Phone: [REDACTED]

Problem has been resolved.

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.

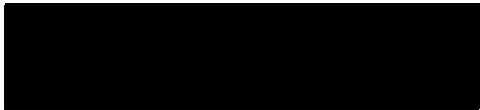
I reported the problem when I took my car in to the Larry H. Miller dealership in Boise, Idaho to be serviced in October 2012. They were unable to replicate and resolve the intermittent problem. I took my Honda back to the service department last week for the same problem. The service advisor and the 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, 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

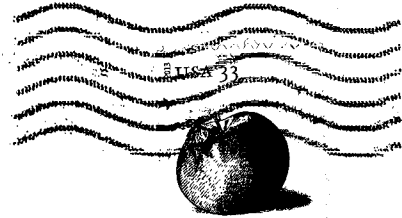


Nampa, ID



BOISE ID 837

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Washington, DC 20590

