

CL-10621953-5576

July 28, 2014

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

To: Office of Defects Investigation
National Highway Safety Administration
U.S. Department of Transportation
1200 New Jersey Ave. S.E. West Bldy
Washington D.C. 20590

From: [REDACTED]

AUG -5 2014

Re: 2009 Honda Civic = Vin Number 2HGFA16569H [REDACTED]

Attached are two letters I received from your office regarding my accident on March 17, 2014. I am sending you additional information that my insurance did not give you as to what happened to cause my accident. I was in the process of parking my automobile (Civic, Honda) and had already stopped and was going into park it tookoff on it's own. The car went approx. 14 feet when it hit the wall of the building going faster than was quoted to you by my insurance company. None of the air bags deployed even though the car hit the building very hard -

I had my safety belt on but was quite stunned and shaken up - I was taken to the local hospital for observation because of bruises, possible fracture of my breast bone, I had a two day stay at the hospital and am very thankful I wasn't injured more severely.

My insurance compnay, AAA - Northern California and I notified Honda Corporation but they were completely uncooperative. When I called theytook my information (I thought) and they told me to stay in contact wth my insurance company. My insurance also called and their reply was that they had no record of the accident and no paper work.

My car was kept in storage for approx. 3 months waiting for Honda to send someone to check the car for any malfuunction but there was mo answer or cooperation from them. I would be so thankful for your help and continued contact.

Sincerely, [REDACTED]

[REDACTED]
Danville, Ca. [REDACTED]

Tel. No. [REDACTED]

Attcho!

NM
8/13/14
SMD

safercar.gov



U.S. Department of Transportation

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10604480.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 2HGFA16569H [REDACTED]
Make / Model / Year: HONDA ACCORD 2009

2. Incident Information

Approximate Incident Date: 03/17/2014
Vehicle mileage at time of incident: 7,000
Vehicle speed at time of incident: 1 (mph)
Affected Parts: Speed Control, Power
Train, Unknown or Other

Fire: No
Crash: Yes
Injury or Fatality: Yes
Deaths: 0
Persons Injured: 0
Medical Attention: No

Tell us what happened:

While pulling into parking space, with foot on the brake pedal, the vehicle violently lunged forward into a block wall. The driver was unable to stop the vehicle by applying the brakes. The driver was hospitalized for 2 days.

3. Personal Information

Name: [REDACTED]
Email: [REDACTED]
Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]
Address1: [REDACTED]
Address2: [REDACTED]
City, State, Zip: Danville, CA [REDACTED]

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



[REDACTED]
Danville, CA [REDACTED]

Subj: **Acknowledgement from NHTSA/ODI of your safety complaint**

Date: 7/18/2014 2:21:38 P.M. Pacific Daylight Time

From:

To:

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is:

10614618

10614618

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail:
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email:

Recall notification via RSS:

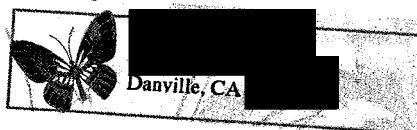
Subcar.goe

To find out more about NHTSA, please go to the [website](#) or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

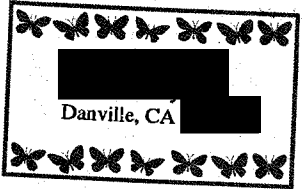
Our [can be found at this Web page.](#)

If you have questions regarding these emails, please go to our [Web page.](#)

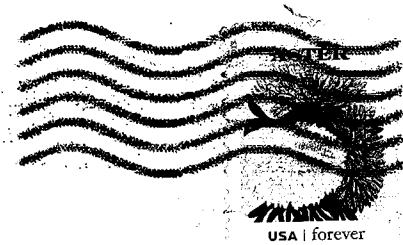
This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



Saturday, July 19, 2014 AOL: WJKrebs



OAKLAND CA 945
28 JUL 2014 PM 5 L



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National Highway Safety Administration
U.S. Dept of Transportation
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Washington, DC 20590