

JAN 06 2015



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

25-NOV-2014

Reference No.
10660857

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN ANTONIO

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HGCT2B80DA

Make
HONDA

Model
ACCORD

Model Year
2013

Date Purchased

14 NOV 13

Dealer's Name and Telephone Number

Benson Honda 210-341-1356

Engine: 3.5
No: Cylinders

Fuel Type:

Regular

Original Owner

Dealer's City

State

Zip Code

6

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

13-NOV-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
250

Failure Speed
4

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 HONDA ACCORD. WHILE DRIVING APPROXIMATELY 4 MPH AND ATTEMPTING TO ACCELERATE, THE VEHICLE HESITATED. THE DEALER WAS MADE AWARE OF THE FAILURE BUT WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 250.

Vehicle has Hesitated from time purchased - to date -
Constant Hesitation continues. (Nov 13, 2013 - to Dec 22, 2014)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

CUSTOMER #:

Benson**HONDA**

INVOICE

9100 SAN PEDRO * SAN ANTONIO, TEXAS 78216
(210) 341-1356

PAGE 1

SAN ANTONIO, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 65 KENT THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RE BK	13	HONDA ACCORD	1HGCT2B80DA [REDACTED]		1818/1826	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14NOV13 DD			17:00 08APR14		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR: BENSON ENG: 3.5 LITER				
09:05 08APR14		17:27 08APR14		TRN: AUTOMATIC_6		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A GUEST STATES WHEN TURNING OR GOING UP A HILL WHILE TURNING WHEN ACCELERATING THERE IS A HESITATION THEN CAR WILL ACCELERATE - CHECK AND ADVISE

999 TECH COULDNT DUPLICATE HESITATION UPON HARD ACCELERATION IS NORMAL

11 IPOL

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

1826 TEST DROVE VEH. WITH KENT AND THOUGHT THE DAY UNABLE TO DUPLICATE CUST. CONCERN AT THIS TIME N/C

B COMPLIMENTARY MULTI-POINT INSPECTION

CAUSE: PERFORMED COMPLIMENTARY MULTI-POINT INSPECTION. PLEASE SEE ATTACHED

27P COMPLIMENTARY MULTI-POINT INSPECTION

11 IPOL

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

I HAVE BEEN INFORMED OF ALL SERVICES AND CHARGES AS THEY RELATE TO MY VEHICLE. I AM ALSO AWARE I MAY RECEIVE AN EMAIL SURVEY FROM AMERICAN HONDA.

Thank You!

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, BENSON HONDA, hereby EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and BENSON HONDA neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

X

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT/DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



NOVEMBER 28: Honda Accord Side Curtain Airbag Lawsuit Granted Final Approval

NHTSA — Vehicle Speed Control Problems

2013 HONDA ACCORD (PAGE 1 OF 2)

10.0

Really Awful

About These NHTSA Complaints:

This data is from the NHTSA — the US gov't agency tasked with vehicle safety. Complaints are spread across multiple & redundant categories, & are not organized by problem.

So how do you find out what problems are occurring? For this NHTSA complaint data, the only way is to read through the comments below. Any duplicates or errors? It's not us.



ENGINE PROBLEM

2013 Honda Accord Owner Comments

(Page 1 of 2)

24 Dec 06
2014

Accord
20 miles

Not what you are looking for? Search for something else: 15 to 20 more hicles on the acided to try

and stop the car by hitting something stationary and ran into a set of steps that belonged to an office building. Airbags deployed and two passersby stopped to assist me and my passenger out of the car. We were both transported by ambulance to a hospital with substantial injuries to the chest, rib, neck and back for myself and the passenger.

- Temple Hills, MD, USA

#**23** Nov 05
2014**Accord**

101,000 miles

While driving alone into a marked space in a public parking lot, my foot slipped off the brake and hit the accelerator. The vehicle then accelerated into the concrete base of a light pole. Immediately, the vehicle bumper crumpled, the left side of the hood crumpled, and the passenger side air bag activated. There was no one except myself in the vehicle and the driver side airbag did not activate. At this date, November 10, I have no idea how much damage was done to the vehicle.

- Sacramento, CA, USA

#**22** AUG 03
2014**Accord**

8,000 miles

While turning right to park in a residential townhouse parking space, the car accelerated suddenly and hit a tree which was very close but at the top of a slanting hill. It felt like the car was slipping on ice but there was no ice. A person outside of the car heard a strange noise. It felt like there was no ability to control the car. I tried to back up, I felt the same slipping so I stopped and left the car. The same person heard the noise again when I was backing up. I am an experienced driver with a clean driving record for over 20 years and have never experienced this. It was Sunday afternoon and there were no weather related issues. This was the 3rd stop of the day over a 1-2 hour period. This is a quiet street so there were no traffic issues. The car was leaking oil so it was towed to the body shop.

- Basking Ridge, NJ, USA

#**21** MAY 08
2014**Accord 4-cyl**

13,000 miles

I recently had a very serious issue with my 2013 Honda Accord regarding unintended acceleration. While pulling into a parking spot at a garden nursery I applied the brakes but they did not respond in anyway, the engine then revved up making a loud noise, the car lunged forward over several railroad tie barriers, bushes, hit a truck that was parked in the lot and came to rest in a mulch pile. Luckily the truck and mulch stopped the car and I was able to put it into park and turn it off. There is considerable amount of damage to the side of my car and the property of the nursery. This happened on May 8, 2014 at 5:00 pm. It was a gravel parking lot, dry sunny day. This Honda was purchased new in 2013 and is a 4cyl with cvt transmission and has approximately 13,000 miles. The car had to be towed to the dealership where it sits now waiting for a Honda representative to investigate this issue. It was a blessing that no one was standing in front of my car. Much of my decision to purchase a Honda was because of reliability and safety; however, I do not feel safe driving this vehicle. This is my first Honda and I am thoroughly disappointed and alarmed after this incident.

- Louisville, KY, USA

#**20** APR 05
2014**Accord 4-cyl**

8,200 miles

While coming to a stop in my parking spot, I applied the brake and the vehicle suddenly accelerated, with engine surge /loud noise and there were no brakes..... car plowed over parking spot barrier, into shrubs, balcony beam and neighbor's screened patio. There is considerable damage to my vehicle, shrubs, neighbor's patio and my balcony. This was a terrifying event. Investigations by insurance co and mechanic are pending at this time.

- St Petersburg, FL, USA

Search CarComplaints.com for these popular complaint phrases...

Engine Failure **Engine Defect** Noisy Engine Engine Knock Intake Manifold Gasket
 Leaking Coolant **Oil Sludge** Whining Noise Stalls While Driving Accord Brake Problems
 Civic Transmission Failure Engine Complaint Electrical Issue **Heater Complaint**

#**19**Nov 07
2012**Accord 4-cyl**

700 miles

Since I first purchased my 2013 Honda Accord, the Honda has intermittent hesitations after stopping at traffic lights, stop signs, parking and so forth. For instance, for the second time in the last five days, I stopped, went into a store, returned, cranked Honda Accord, backed out, and the car would not "go." It simply "stalled", February 03, 2014. This was mentioned in 2012 to service manager, [xxx], at Honda dealership service center; in mobile, al, he had one of his technicians to test drive my Honda. Technician returned and claimed, after testing, and test drive, that he could find nothing wrong. I did not receive any paperwork other than a verbal assurance that I was probably just getting adjusted to the "new car." After that, every two weeks or so, I would have a "whole week of intermittent" hesitations and stallings. This is very dangerous when trying to get through a traffic light - I have to really press down on the accelerator for the car to finally decide to "go". this problem was verbally reported again to [xxx], service manager, and technicians, January 10, 2013 - miles 5,384. The report was, "give it some time, the car is still new." - now, at 24,200 miles, this 2013 Honda Accord still scares me. Yesterday (2/3/2014), at a four-way stop, my Honda stalled, the engine did not "turn off", but the car would not "go." For about 15 seconds which is dangerous when in the middle of the road. Information redacted pursuant to the Freedom Of Information Act (FOIA), 5 U.S.C. 552(B)(6).

- Grand Bay, AL, USA

#**18**Dec 01
2011**Accord 6-cyl**

8,500 miles

After a complete stop, then an attempt to accelerate, the car hesitates and then moves forward in an uncontrolled manner. It seems like the transmission is hunting for a gear and then suddenly finds it allowing the car to move but not in a way the driver would like.

- Richland, WA, USA

#**17**Dec 12
2013**Accord**

6,500 miles

The contact owns a 2013 Honda Accord. The contact stated that while driving 15 mph, the vehicle suddenly accelerated without warning and traveled through a residential yard. The contact engaged the brakes but the vehicle would not respond. The contact sustained no injuries. The vehicle was taken to the dealer. The manufacturer was not made aware of the failure. The vehicle was not repaired. The failure and current mileage was 6,500.

- Amelia, OH, USA

#**16**JUN 14
2013

Title

Description

Your Email Address

[Add this site »](#)

Accord 4-cyl

400 miles

The forward collision warning system on this vehicle has not worked properly since it was purchased new from darlings Honda in bangor Maine on 6/14/13. It has been returned to the dealer at least three times for calibration and adjustments to no avail. I have knowledge of at least 2 other vehicles which are the same. I have also contacted american Honda and have been advised to return it to the dealer. (which as stated has been done) the dealer says that american Honda has furnished no information to them as to how to resolve this matter. The dealer agrees that this system is not working properly and is awaiting information. The forward collision warning system is listed by Honda as a safety feature. It simply does not work and has no value as a safety feature.

- **Madison, ME, USA**

#**15**Nov 14
2013**Accord 4-cyl**

Automatic transmission 50 miles

The contact owns a 2013 Honda Accord. The contact stated that while stopped with her foot on the brake pedal, she placed the vehicle in park when it suddenly accelerated independently. The vehicle crashed into a handicap sign and proceeded to crash into a tree. A police report was filed. The vehicle was towed to the dealer where the body repairs were scheduled to be performed. The manufacturer was made aware of the failure and stated that an engineer would inspect the vehicle. The vehicle was not repaired. The approximate failure mileage was 50. Updated 2/18/14

- **West Palm Beach, FL, USA**

#**14**Sep 03
2013**Accord 4-cyl**

4,000 miles

Ongoing issue. Sometimes when I start my car in the morning, or when leaving the office in the evening, and put it in reverse and give it gas the engine revs, rpms go up, but the car won't go. I will roll down my driveway (it's on an incline), put the car in drive and still have the issue. Then, without warning, the car will respond to me giving it gas and take off. This is a very dangerous issue! I have almost collided with my neighbor before because of this. Took it to the dealership where I was told that they can't duplicate the issue so they can't check it. If the car won't go, how can I take it to them while I am experiencing the issue?

- **Elk Grove, CA, USA**

#**13**Aug 04
2013**Accord 4-cyl**

1,000 miles

I had been experiencing stuttering with my vehicle while accelerating. Brand new vehicle and issues began at approximately 500 miles. Took it into the dealership and the service tech acknowledged the issue but claimed they ran full diagnostics and assured me that the vehicle was in perfect condition. Two weeks later, while driving the vehicle at approximately 20 mph, all of the warning lights came on and when applying pressure to the gas pedal, the car would not accelerate. Had to have the vehicle towed and direct injection system replaced.

- **Elk Grove, CA, USA**

#**12**Dec 14
2012**Accord 6-cyl**

500 miles

12/19/2014

24 Complaints: 2013 Honda Accord Vehicle Speed Control Problems

Was stopped with car in gear front collision warning problem and adaptive cruise control problem warnings come on in the dash it also happened today in a drive thru at coffee shop this morning.

- Longview, WA, USA

#**11**

MAR 06
2013

Accord 4-cyl

279 miles

Within 2 weeks of purchasing a new Honda I experienced a 2 to 3 second hesitation problem when trying to accelerate from low speeds. The first time it happened I was on a green light turning left, so I had to yield to oncoming traffic. I had slowed down to about 3 or 4 mph but tried to accelerate once the way was clear only to find that I had no power! I then pressed the accelerator all the way to the floor but nothing happened. It was almost as if the car had stalled. Just as I was about to try and restart the car it kicked in and I surged ahead just seconds before being hit head on. The same thing happened a few days later. This time the oncoming car had to go around me or we would have crashed. My car is now close to 7 months old and I'm still having the same problem even though I've taken it to 2 different Honda dealers and reported it to Honda of America. My case number is [REDACTED] I have spoken with them many times. The problem is that it's an intermittent occurrence and almost impossible to recreate while riding around with the service manager in the car. I have found many instances almost exactly like mine on the internet as well as finding a class action lawsuit which is pending in California, so I don't know why they must see it for themselves. They should be able to diagnose the problem from my description, especially since other drivers are relating the same symptoms. I've been without my car a total of 34 days while it sat in the shop of 2 diff. Dealerships waiting for them to do something to fix my problem. As far as I know they never did anything except test drive it and then say "problem not found". I find that very hard to believe because the problem presents itself to me about every 3rd time I drive it. I bought a Honda because safety is a huge concern for me, but this car is not safe! please help me!

- Cary, NC, USA

#**10**

AUG 22
2013

Accord

600 miles

When the car first starts up, and you shift it into drive, the car lurches forward rather rapidly. It is especially bad when you go from reverse to drive

- Barrington, RI, USA

#**9**

JUL 27
2013

Accord 4-cyl

Automatic transmission 8,700 miles

The contact owns a 2013 Honda Accord. The contact stated that while driving 25 mph, all of the warning lights illuminated as the vehicle began to shake violently. The vehicle was driven to an independent mechanic for diagnosis but no cause for the failure was determined. The vehicle was taken to a dealer for diagnosis and the contact was informed the throttle position sensor would need to be replaced. The vehicle was repaired. The failure recurred. The failure and current mileage was 8,700..... updated 10-17-13 when the consumer read the invoice, it stated technician checked and found dtc code P2135 tp sensor A/B incorrect voltage correlation. The technician recalibrated the tp sensor. The third time the incident happened, the consumer was about to merge onto the highway, when suddenly the vehicle screeched and started to violently shake all while the dashboard lights lit up. The vehicle immediately decelerated to less than 20 mph in the middle of the highway. The vehicle was returned to the dealer, where the replaced the throttle body assembly. However, the problem happened again for a fourth time, where the technician replaced the computer. Updated 10/31/13 updated 12/5/13

- Brooklyn, NY, USA

#**8**

AUG 17
2013

Accord

5,500 miles

The contact owns a 2013 Honda Accord. The contact stated that while traveling at unknown speeds, the vehicle suddenly accelerated and crashed into a wall. There were no injuries. A police report was not filed. The vehicle was not diagnosed or repaired. The manufacturer was contacted about the failure. The failure mileage was 5,500.

- Grove City, OH, USA

#7

Oct 15
2012**Accord**

200 miles

The contact owns a 2013 Honda Accord sport. The contact stated while driving 5 mph out of a driveway there was a delayed response upon engaging the accelerator pedal. The vehicle was taken to an authorized dealer numerous times and they were unavailable to locate the problem. The manufacturer was notified of the problem. The approximate failure mileage was 200.

- Flatwoods, KY, USA

#6

Jun 09
2013**Accord 4-cyl**

2,600 miles

There is a hesitation/jerk/shudder when accelerating at various speeds.

- Hampton, GA, USA

#5

APR 15
2013**Accord**

1,000 miles

The contact owns a 2013 Honda Accord. The contact stated that while completing a turn, the vehicle failed to accelerate. The vehicle was taken to the dealer for diagnosis but they were unable to repair the vehicle. The manufacturer was not notified. The approximate failure mileage was 1,000.

- St Louis, MO, USA

About CarComplaints.com

CarComplaints.com is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

Add A Link

Links must be helpful to the general public & to a specific resource (like a forum thread), or they will be deleted when we review your link suggestion. Don't waste your time wasting ours! If you are interested in advertising a for-profit service, [contact us](#).

URL

Please type the entire URL including the 'http://...'