

 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 15-JAN-2016 APR 01 2016				Repository ☐ Reference No. 10820505			
OWNER INFORMATION (Type or Print)								Daytime Telephone Number			
Name								E-mail Address			
Address								Evening Telephone Number			
City BOYNTON BEACH				State FL		Zip Code					
<i>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).</i>											
VEHICLE INFORMATION											
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNRL5H42FB						Make HONDA		Model ODYSSEY		Model Year 2015	
Date Purchased 09/17/2015		Dealer's Name and Telephone Number DELRAY HONDA 561-272-3000				Engine: No: Cylinders 6		Fuel Type: GAS			
Original Owner ☒		Dealer's City DELRAY BEACH		State FL		Zip Code 33436					
Transmission Type 6 SPEED AUTO		☒ Antilock Brakes ☒ Cruise Control		Powertrain SOHC 24 VALVE 248 HP 3.5 Liter i-VTEC VCM		Multiple Failure: unintended acceleration		Incident Date(s) 13-JAN-2016			
FAILED COMPONENT(S)/PART(S) INFORMATION											
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL								Failure Mileage 24000		Failure Speed 0 MPH	
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 (NONE)		Number of Deaths 0 (NONE)		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 2015 HONDA ODYSSEY. WHILE DEPRESSING THE BRAKE PEDAL AND REVERSING, AN ABNORMAL NOISE WAS HEARD AND THE VEHICLE ACCELERATED INDEPENDENTLY. THE CONTACT MENTIONED THAT THE VEHICLE INCREASED TO THE MAXIMUM RPMS. THE VEHICLE WAS TOWED TO A DEALER WHERE THE FAILURE WAS UNDETERMINED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT PROVIDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 24,000.											
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.											

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

SEE ATTACHMENT #1 (more detailed description of failure)

ATTACHMENT #2 - letter to manufacturer

ATTACHMENT #3 - letter from American Honda Motor Co. - Automobile Customer Service.

ATTACHMENT #4 - INSPECTION Report from Honda Dealership

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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17 MAR 2016 PM 7 L

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WASHINGTON, DC

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



saferecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.saferecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

ATTACHMENT #1

March 14, 2016

This document is a summary of recent events regarding the 2015 Honda Odyssey (VIN 5FNRL5H42FB [REDACTED])

On January 13, 2015, I [REDACTED] experienced unintended acceleration while driving my 2015 Honda Odyssey. I drove approximately 2 miles from the last stop. I live in a condominium complex, so the last quarter mile was at a speed of 10 to 15 MPH. When I reached my residence, I stepped on the brake and stopped the vehicle completely. I intended to back into my driveway. In preparation to back into my driveway, I put the 6-speed automatic transmission into reverse (R). As I did so, there was immediately a somewhat loud noise and the engine went into very high range of engine revolutions (RPMs). I immediately pushed the brake down as hard as I could. The brakes held and the vehicle did not move. I tried to immediately analyze the situation and my first thought was that it might be possible that my foot might be on both the brake and the accelerator. I looked down to check and saw that was NOT the case, I could clearly see my foot was on the brake only. I then put the transmission into the "Park" (P) position so that the car would not move. As soon as I did that, the engine RPMs raced right up to about 6000 RPM. Under these conditions, I believe the engine revolution limiter engaged, and the engine repeatedly went from very high revolutions to somewhat lower revolutions and back to high revolutions. I looked at the tachometer and noticed that the high RPMs were about 6000 and the low RPMs were about 3500. I still had my foot pressed down completely on the brake pedal and the vehicle did not move. I pushed the "start/stop" button, and the engine stopped. The unintended acceleration problems that Toyota experienced came to my mind. I remembered that floor mats could possibly cause a problem similar to what we had just experienced, so I checked the floor mat to see if it was possibly causing the problem. I checked the floor mat to see if it was involved in any way but it did not appear to be involved in any way. I did, however, leave the floor mat exactly as it was so that during an investigation of the problem, trained technicians could make that analysis and decision. I decided to not restart or move the vehicle from its position so that a complete analysis could be made concerning the problem my wife and I had just experienced. I called the dealer (Delray Honda which is located in Delray Beach, Florida) from whom I purchased the vehicle and explained to the service representative Michael Harris what had happened. Originally he told me to have the car towed to the dealership. Then I was told to call American Honda.

I called American Honda (800-999-1009) and explained the problem. They took the information, I was given an "incident number" ([REDACTED]), and was told I would hear something in one business day. I explained the car was in the middle of our small street and arrangements were made for towing to Delray Honda to occur courtesy of American Honda. I was told a regional service representative would examine the vehicle and I was provided a loaner vehicle by American Honda at no charge. Chris Cockrell (310-781-5226), a representative from American Honda, contacted me and again took information about the incident and said he would be in contact with me. On Friday afternoon (January 15, 2016) I was contacted by Mike Harris and I was told that the American Honda representative and a master mechanic from the dealership (Delray Honda) had examined the car, checked the vehicle for "codes" and test drove the vehicle. No codes were found, and no unintended acceleration was observed. I was told the vehicle was "safe to drive". I asked if the information stored in the "Event Digital Recorder" was downloaded and analyzed. I was told that did not occur. I asked that it be done but both the Delray Honda dealership and American Honda representative refused to do that. They indicated that is only done if there is some kind of "accident, personal injury, or damage caused by the vehicle". I explained that I was not satisfied with the analysis and conclusion stated by either Delray Honda or American Honda.

ATTACHMENT #1 Continued

The repair invoice that resulted from the inspection completed at the Delray Honda dealership the American regional inspector and the Master mechanic from the dealership states the following things that I feel are pertinent:

"A customer states after putting car into reverse the had sudden acceleration, customer states 6K RPM. Car towed per American Honda and awaiting Brian from Honda to look at car."

"Cause: Inspection [REDACTED] inspection by DPMS And Master Tech. found no defects in vehicle and is performed as designed"

[REDACTED] inspection performed UA inspection by AHM DPSM and master technician – DPSM and Honda technician inspected vehicle today. Customer was not present for inspection. No defects in materials or factory workmanship were found. Noted technicians finds and advise advise customer to remove homemade floormat the is on top of OEM mat advise customer to not over inflate tires. Found 40PSI at time of testing recommend to set at manufactures specifactions"

(Please note that I did not change grammatical errors contained in the above repair invoice.)

Because I experienced unintended acceleration and no repairs were made to the vehicle, I feel the vehicle is not safe to drive. Delray Honda has verbally stated that this vehicle is "safe to drive". When I asked Chris Cockrell for a letter stating that this vehicle is safe to drive, he said "Did you ask the dealer for a letter stating the car is safe to drive when you bought the vehicle?" He then additionally stated "It doesn't state anywhere in the owner's manual that the car is safe to drive." Instead, he sent a letter (copy enclosed) indicating that "no defects in the product or factory workmanship were confirmed."

Sincerely,

[REDACTED]

ATTACHMENT # 2

[REDACTED]
[REDACTED]
Boynton Beach, Florida [REDACTED]
March 2, 2016

Mr. Jeff Conrad
Vice President and General Manager of Sales & Service
American Honda Motor Co., Inc.
Torrance, California

Dear Mr. Conrad,

As a south Florida resident, I was treated to extended media coverage of the Honda Classic Tournament held this past weekend at the PGA National in nearby Palm Beach. I was particularly impressed with the ads featuring Honda North American President, Takuji Yamada highlighting Honda's tremendous support of the Nicklaus Children's Hospital at Jupiter Medical Center. These heartfelt ads bespoke Honda's commitment to quality of life issues and were both touching and inspiring. In fact, these ads inspired me to research Honda's executive leadership to bring to your attention my January 2016 interaction with American Honda - an interaction which paints a very different picture of the Honda Corporation.

I own a 2015 Honda Odyssey with less than 25,000 miles on it. On January 13, 2016 as I went to back my Honda into my driveway, there was a loud sound followed by a very high range of engine RPM's. Fortunately, I was able to "mash" the brake and the car did not take off. My dealership - Delray Honda instructed me to call American Honda. I was provided a case number (# [REDACTED]) and told a regional technician would inspect the car. The technician reported that there were "no defects in materials or factory workmanship." I asked what the Event Digital Recorder showed and I was told that it was not downloaded as "no catastrophic event or personal injury occurred." I then asked if I could pay the dealer to remove the current computer software and install new software. I was told no because the current software is under warranty and fixing it at cost could create legal problems for Honda. I was further told that the only way the issue with my car will be addressed is if there are "a large number of vehicles reporting the same problem." No repairs were made to my vehicle. I asked for a letter stating that my car was safe to drive. In reply I was told, "Did you ask the dealer for a letter stating that the car was safe to drive when you bought the car?" I was further told that nowhere in the owner's manual does Honda Corporation ever state that their cars are safe to drive.

I am left the owner of a \$33,000.00, 2015 Honda that my wife is reticent to drive, with very good reason. Financial issues aside, (we are recently retired school teachers, not millionaires), I am struggling with the ethical questions. American Honda is telling me that the frightening event we experienced does not currently matter as it was not catastrophic enough. They further tell me that it will only matter if many more ("a large number") people experience the terror we felt. Could you explain how American Honda can make such statements and so devalue our safety concerns under the seemingly compassionate leadership of President Yamada? Thank you very much for your time and attention.

[REDACTED]
[REDACTED]

ATTACHMENT #3



February 2, 2016

[REDACTED]
Boynton Beach, FL [REDACTED]

RE: Case #: [REDACTED]
2015 Honda Odyssey, VIN: 5FNRL5H42FB [REDACTED]
[REDACTED]

Thank you for your correspondence regarding the above referenced 2015 Honda Odyssey.

As previously discussed, based upon the currently available information, American Honda Motor Co., Inc. confirmed a visit was made to Delray Honda in which no defects in the product or factory workmanship were confirmed. American Honda Motor Co., Inc. is unable to extend consideration towards your claim at this time.

If any new information becomes available regarding this concern, please forward it to my attention for further review and consideration.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

A handwritten signature in cursive script, appearing to be 'C.C.' or similar.

Chris C.
American Honda Motor Co., Inc.
Automobile Customer Service
Phone # (310) 781-5226
Fax # (310) 224-6011

Honda Automobile Division

American Honda Motor Company, Inc., 1919 Torrance Boulevard, Torrance, California 90501-2746 Phone (310) 783-2000

INSPECTION WORK detail and REPORT

ATTACHMENT #4

CUSTOMER #: [REDACTED]



INVOICE

3000 S. Federal Highway • Delray Beach, FL 33483
Phone 561-272-3000
STATE OF FLORIDA REGISTRATION # MV-15677
www.delrayhonda.com

DUPLICATE 1
PAGE 1

BOYNTON BEACH, FL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7402 MICHAEL HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	15	HONDA ODYSSEY	5FNRL5H42FE[REDACTED]		24665/24675	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
17SEP14 DD			WAIT 13JAN16			CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] ENG:3.5_Liter		TRN:6_Speed_Automatic		
17:25 13JAN16	10:49 18JAN16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES AFTER PUTTING CAR INTO REVERSE THE HAD SUDDEN ACCELERATION, CUSTOMER STATES 6K RPM. CAR TOWED PER AMERICAN HONDA AND AWAITING BRIAN FROM HONDA TO LOOK AT CAR.

CAUSE: INSPECTION

216099 INSPECTION BY DPMS AND MASTER TECH. FOUND NO DEFECTS IN VEHICLE AND IS PERFORMED AS DESIGNED

7036 W

(N/C)

FC: 07403

PART#: INSPECTION

COUNT: 0

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTION PERFORMED UA INSPECTION BY AHM DPMS AND MASTER TECHNICIAN- DPMS AND HONDA TECHNICIAN INSPECTED VEHICLE TODAY. CUSTOMER WAS NOT PRESENT FOR INSPECTION. NO DEFECTS IN MATERIALS OR FACTORY WORKMANSHIP WERE FOUND. NOTED TECHNICIAN FINDS AND ADVISE ADVISE CUSTOMER TO REMOVE HOMEMADE FLOORMAT THAT IS ON TOP OF OEM MAT ADVISE CUSTOMER TO NOT OVER INFLATE TIRES. FOUND 40PSI AT TIME OF TESTING RECOMMEND TO SET AT MANUFACTURES SPECIFACTIONS

B CUSTOMER REQUESTS LOANER DURING VISIT TO DELRAY HONDA.

CAUSE: AUTHORIZED BY AHM 19934

WCCV WARRANTY COURTESY VEHLCE

7036 W

(N/C)

WCCV WARRANTY COURTESY VEHICLE

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

RENTAL AUTH NUMBER 19934

C DELRAY HONDA MULTI-POINT INSPECTION

CAUSE: DELRAY HONDA MULTI-POINT VEHICLE INSPECTION WITH FULL DIAGNOSTIC REPORT

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES		CUSTOMER SIGNATURE	
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]		DESCRIPTION	TOTALS
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718]; and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].		LABOR AMOUNT	
ALL PARTS NEW UNLESS OTHERWISE INDICATED		PARTS AMOUNT	
NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 12%; whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.		GAS, OIL, LUBE	
STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$20.00.		SUBLET AMOUNT	
LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.		MISC. CHARGES	
CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	