

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

T

Subject:

FW: Follow up to ODI Complaint: ----10948426-----

Date:

Thursday, February 23, 2017 2:42:55 PM

Attachments:

[NHTSA Vehicle Owner Questionnaire and Documentation - Lisa Coffey - Ref No 10948426-1.pdf](#)

Subject: FW: Follow up to ODI Complaint: ----10948426-----

Questionnaire.

From: [REDACTED]

Sent: Wednesday, February 22, 2017 10:43 PM

To: DataQuality, DataQuality (NHTSA); 2023661767@fax.com

Subject: Re: Follow up to ODI Complaint: ----10948426-----

Dear DOT.gov and NHTSA:

Thank you very much for your review of my edited Vehicle's Owner Questionnaire and documentation (PDF attached herein - 8 pages total). I am also faxing it to you in the event your server has an attached file-size limit, as the attached PDF is about 15.7 MB.

Sincerely,

[REDACTED]

-----Original Message-----

From: EVOQ (NHTSA) <EVOQ@dot.gov>

To: [REDACTED]

Sent: Tue, Feb 21, 2017 12:53 pm

Subject: FW: Follow up to ODI Complaint: ----10948426-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

30-JAN-2017

Repository

Reference No.
10948426

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City INDIANAPOLIS State IN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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: 1HGCR2F79FA [REDACTED]
Make: HONDA Model: ACCORD Model Year: 2015
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 15-NOV-2004

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage: 100 Failure Speed:

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: Number of Deaths: 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 ACCORD. THE CONTACT STATED THAT THE RPMS SURGED AT LOW SPEEDS. WHEN REVERSING OR DRIVING ACCELERATING FROM A STOP, THE VEHICLE WOULD SPEED UP. THE CONTACT DISCOVERED THE ISSUE THE DAY AFTER PURCHASING THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 100.

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 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.

[Redacted]

• Indianapolis, IN [Redacted]
• P: [Redacted]
• F: [Redacted]
• [Redacted]



DATE: February 2, 2017
TO: Michelle at State Farm
FROM: [Redacted] Auto Policyholder
POLICY #: [Redacted]
RE: Surge Issue on 2015 Honda Accord EX
FAX TO: [Redacted]
OF PAGES: 7 (including this cover letter)

PAGE 1

Dear Michelle,

Thank you so much for reviewing the attached documents, which are in chronological order (oldest first, except for the cover letter).

Page 1: This cover letter 😊

Page 2: When I first bought my 2015 Honda Accord EX on November 14, 2014, I immediately noticed occasional surging (acceleration) issues at low and high speeds. I liked the car, however, and was able to react quickly to these intermittent surging episodes. On February 4, 2015, however, I had an accident while backing into my carport. While in reverse with the car moving very slowly, the car surged and struck the back of the carport, knocking out a tail light. ABRA's date of the accident is correct (February 4, 2015), but the time of 1:00 PM is incorrect. (Page 2)

Page 3: I was so upset that I immediately drove to Indy Honda (same morning of the accident, February 4, 2015), where I bought the car, and asked them to test-drive it. Indy Honda's assessment was as follows: "Customer states vehicle surges when driving. CND could not duplicate customer concern at this time."

Page 4: I talked with Andy and Cindy of State Farm Insurance on February 5, 2015, the morning after the accident. We discussed the claim for this accident (Claim # [Redacted]). I am certain that I explained the situation to both Andy and Cindy.

Page 5: Abra's invoice dated February 25, 2015, which cites State Farm's claim # [Redacted], reflects the amount that State Farm paid to repair the car after I met my \$500 deductible. I guess that the claim numbers' final [Redacted]" was added after the claim was in progress.

Page 6: After seeing 409,000 Google hits for "Honda Accord surge," and with my best friend confirming that the surges definitely were occurring intermittently when he was a passenger in my car, I knew that something was wrong. There are hundreds of cases cited by consumers about surging at both low and high speeds. In September 2016, Honda Automobile Division out of Torrance, CA, sent 2015-16 Honda Accord owners a "Product Update" letter stating, "On some 2015-2016 vehicles, under certain driving conditions... you may see a surge in RPM when driving at highway speeds." I have experienced the surge at both very slow, idling speeds and also highway speeds. The letter asked me to bring my vehicle to the Indy Honda dealership for software and hardware updates.

Page 7: On October 6, 2016, I brought the car to Indy Honda. Updates were performed at no charge.

Thanks again, Michelle, for forwarding this information to the appropriate party.

[Redacted]

ABRA Auto Body & Glass - Beech Grove

Workfile ID: [REDACTED]
Federal ID: 41-1484683

Right the First Time...On Time
BeechGrove@ABRAAuto.com
4002 South Arlington Avenue, Indianapolis, IN 46203
Phone: (317) 787-8366
FAX: (317) 782-2491

PAGE 2

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: Brent Wethington

Insured: [REDACTED]
Type of Loss: [REDACTED]
Point of Impact: 05 Right Rear

Policy #: [REDACTED]
Date of Loss: 2/4/2015 1:00:00 PM

Claim #: Q
Days to Repair: 0

Owner:

[REDACTED]
1
INPLS, IN [REDACTED]
[REDACTED] Business

Inspection Location:

ABRA Auto Body & Glass - Beech Grove
4002 South Arlington Avenue
Indianapolis, IN 46203
Repair Facility
(317) 787-8366 Business

Insurance Company:

STATE FARM INSURANCE COMPANIES
WASHINGTON POINT SERVICE CENTER
WEST LAFAYETTE

VEHICLE

Year: 2015 Body Style: 4D SED VIN: 1HGCR2F79FA [REDACTED] Mileage In: 1381
Make: HOND Engine: 4-2.4L-FI License: [REDACTED] Mileage Out:
Model: ACCORD EX Production Date: 8/2014 State: IN Vehicle Out:
Color: White Int: Condition: Job #:

TRANSMISSION

Automatic Transmission
Traction Control

SEATS

Power Driver Seat
Bucket Seats
Cloth Seats
Reclining Seats

STEERING

Power Steering
Tilt Wheel
Telescopic Wheel
Steering Wheel Controls

BRAKES

Power Brakes
4 Wheel Disc Brakes
Anti-Lock Brakes (4)

ROOF

Electric Glass Sunroof

GLASS

Tinted Glass
Rear Defogger
Power Windows

WHEELS

Aluminum/Alloy Wheels

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

INTERIOR

Power Locks

Power Trunk/Tailgate

Air Conditioning

Cruise Control

Driver Air Bag

Passenger Air Bag

Front Side Impact Air Bags

Console/Storage

Intermittent Wipers

EXTERIOR

Power Mirrors

Dual Mirrors

Alarm

Fog Lamps

Keyless Entry

PAINT

Clear Coat Paint

CUSTOMER #:

PAGE 3

INVOICE

Bob Rohrman's



8455 US 31 SOUTH
INDIANAPOLIS, IN 46227
(317) 887-0800

PAGE 1

INDPLS IN
HOME:
BUS:

CONT
CELL

SERVICE ADVISOR: 20394 KEVIN M DILK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	15	HONDA ACCORD	1HGCR2F79FA		1367/1367	T930	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV14 DD			WAIT 04FEB15		100.00	CASH	04FEB15
R.G. OPENED		READY	OPTIONS: SOLD-STK:		DLR		

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

A CUSTOMER STATES VEHICLE SURGES WHEN DRIVING (ADVISE)
CND COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

PARTS:	263	CPH	0.00			0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CHECK TAILLIGHT
NOTES NOTES

PARTS:	99	CPH	0.00			0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

We hope you had an EXCELLENT experience here at Indy Honda! Within the next 30 days, you may get a survey from American Honda. We value your opinion and would appreciate your completing it and sending it in. If you are not completely satisfied, please contact Bart Beach Service Manager.

Thank you for your business! We would love to hear any feedback you may have concerning your experience today. Please contact me if I can be of assistance to you.

David Piercefield, General Manager

"You can now make your service appointments online!"

<http://www.indyhonda.com>

Thank You!

SERVICE HOURS: MON. - FRI. 7:30 A.M. - 9:00 P.M.
SATURDAY 8:00 A.M. - 3:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

PAGE 4

6

ANDY - STATE FARM

7 AM

1.888.695.3265

Claim #



Thu.

Talked to Cindy on Feb 5, 2015



TAKE 5

Date: 02/25/2015

ABRA IN Beech Grove

4002 S. Arlington Ave.

Indianapolis, IN 46203

(317) 787-8366, (317) 782-2491 (fax)

INVOICE

RO# [REDACTED]

Est: Brent Wethington

[REDACTED]
 INDIANAPOLIS, IN [REDACTED]
 Home: [REDACTED]
 Work: [REDACTED]
 Fax: [REDACTED]

15 HOND ACCORD EX
 Color: White
 Type: PC 4D SED
 VIN: 1HGCR2F79F [REDACTED]
 Prod Date: 0814 Plate: [REDACTED]
 Mileage: 1381
 Engine: 4-2.4L-FI

State Farm Insurance
 Companies
 Adjustor: A2 - Processor Team
 Phone:
 Claim #: [REDACTED]
 Deductible: 500
 Loss Type: Collision

P = Who Pays? (I = Insurance, C = Customer)

Qty	Type	Description	Part #	Amount	Sup #	Labor	Op	Labor Units	Paint Units	P
1	Parts OEM	REAR LAMPS RT Tail lamp assy	33500T2AA01	177.82		Body	Repl	0.2		I
		REAR BUMPER O/H rear bumper				Body		1.1		I
1	Parts OEM	REAR BUMPER Bumper cover	04715T2AA90	417.42		Body	Repl		2.8	I
		REAR BUMPER Add for Three Stage	ZZ						2.0	I
1	Pnt Mat	`Flex Additive		3.00		Body				I
1	Haz Waste	`Hazardous Waste		3.00		Body				I
1	Parts OEM	REAR BUMPER RT Spacer	71593T2AA01	9.80		Body	Repl			I
1	Parts OEM	REAR BUMPER RT Support bracket	71505S5A000	8.75		Body	Repl	0.1		I
		`Car Cover					Refn		0.2	I
	Parts Other	REAR BODY & FLOOR Rear body panel EX, EX-L, Touring, Plug-				Body	Rpr	1.0	0.5	I
		REAR BODY & FLOOR Overlap Major Non-Adj. Panel							-0.2	I
		REAR BODY & FLOOR Add for Three Stage A							0.1	I
1	Pnt Mat	`Seam Sealer		2.00		Body				I
1	Pnt Mat	`Corrosion Protection		10.00		Body	Repl	0.2		I
		`Body Pull				Body	Rpr	1.0		I
	Parts Other	QUARTER PANEL RT Quarter panel w/o Hybrid				Body	Rpr	0.5	2.7	I
		QUARTER PANEL Overlap Major Adj. Panel							-0.4	I
		QUARTER PANEL Add for Three Stage B							0.9	I
		`Deduct - Partial Paint; Full Clear					Refn		-1.0	I
1	Parts Other	QUARTER PANEL RT Tail lamp pocket				Body	Rpr	3.0	0.5	I
	Haz Waste	`Hazardous Waste A		3.00		Body				I
	Pnt/Mat	MISC Paint & Materials Adjustment		218.70					8.1	I
				-42.35						

SubTotal	1,479.94
Taxes	56.36
Grand Total	1,536.30

Due from Insurance		Due from Customer	
Sub-Total	979.94	Sub-Total	500.00
Tax	56.36	Tax	0.00
Total	1,036.30	Total	500.00

Total Amount 1,536.30



AUTOMOBILE DIVISION
 American Honda Motor Co., Inc.
 1919 Torrance Blvd., - P.O. Box 2215
 Torrance, CA 90509-9870

1.800.999.1009

NHTSA.gov

PAGE 6

✓ 11:45 AM
~~11:45 AM~~ Thursday,
 Oct. 6, 2016

September 2016

Product Update: 2015-16 Accord DTC P1890

VIN: 1HGCR2F79FA [REDACTED]

Dear [REDACTED]

On some 2015-16 Accord vehicles, under certain driving conditions, the software in the PCM causes a low pressure problem in the continuously variable transmission (CVT). This may allow the belt in the CVT to slip. If the belt slips, you may see a surge in RPM when driving at highway speeds. **If the belt slips long enough, the transmission will be damaged**, and DTC P1890 (CVT speed control system) will set.

What will Honda do?

To prevent permanent transmission damage related to the software in this action, **Honda strongly recommends having your vehicle updated as soon as possible**. Honda will update your vehicle's software **free of charge**. Please contact any authorized Honda dealer for an appointment. Please plan to leave your vehicle at the dealer for at least a half a day to allow them flexibility in scheduling.

If your malfunction indicator lamp (MIL) is ON with DTC P1890 stored, the transmission may need to be replaced in addition to the software update. This work will be done free of charge.

California Owners Only:

The DMV will not renew your registration until this emissions recall has been completed. After completing the repair procedure, your dealer will give you a Vehicle Emission Recall - Proof of Correction certificate. Please make sure the dealer completes and gives you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

Lessor Information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2015-16 Accord involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records..

If you have questions

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. You can also locate a dealer online at *Hondacars.com*.. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

CUSTOMER # [REDACTED]

PAKE 7

INVOICE

Bob Rohrman's



8455 US 31 SOUTH
INDIANAPOLIS, IN 46227
(317) 887-0800

INDPLS, IN [REDACTED]
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

PAGE 1

SERVICE ADVISOR: 20467 DAVID BECKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	15	HONDA ACCORD	1HGCR2F79FA [REDACTED]		8462/8462	TG668	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV14 DD			14:00 06OCT16	✓		CASH	06OCT16
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR			
11:54 06OCT16	13:59 06OCT16						

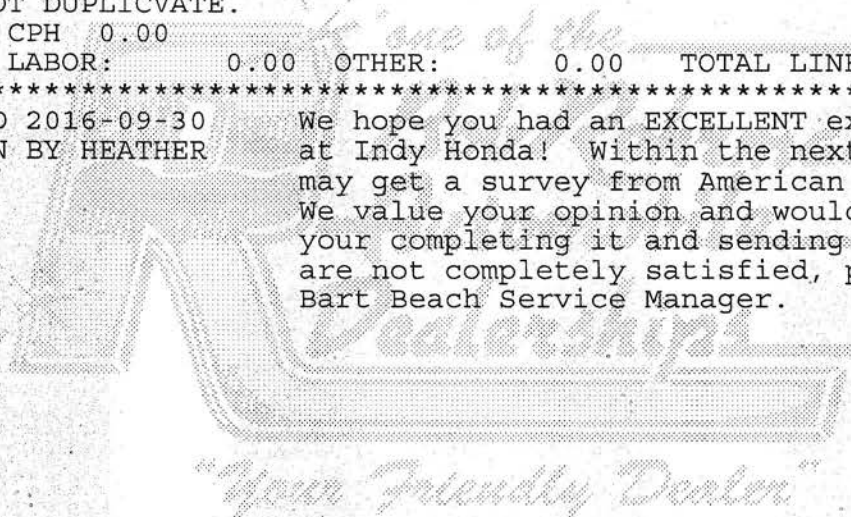
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A.	PERFORMED	SOFTWARE	UPDATE	PER BULLETIN			
	16-053	PERFORMED	SOFTWARE	UPDATE PER BULLETIN			
		20641	CEX	0.20		21.00	21.00
PARTS:		0.00	LABOR:	21.00	OTHER:	0.00	TOTAL LINE A: 21.00

B.	HONDA	MULTI-POINT	VEHICLE	INSPECTION			
	MPI	SERVICE	FORMAN	DROVE VEH FOR SURGE ISSUE,			
				COULD NOT DUPLICVATE.			
		263	CPH	0.00		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

N/C

BDC APPT CREATED 2016-09-30
10:17:00AM TAKEN BY HEATHER
SCHULTZ

We hope you had an EXCELLENT experience here at Indy Honda! Within the next 30 days, you may get a survey from American Honda. We value your opinion and would appreciate your completing it and sending it in. If you are not completely satisfied, please contact Bart Beach Service Manager.



No Charge

Thank you for your business! We would love to hear any feedback you may have concerning your experience today. Please contact me if I can be of assistance to you.

David Piercefield, General Manager

"You can now make your service appointments online!"

<http://www.indyhonda.com>

Thank You!

SERVICE HOURS: MON. - FRI. 9:00 A.M. - 7:00 P.M.
SATURDAY 8:00 A.M. - 3:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	21.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.00