

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

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Log ID 25977 - FW: Consumer email - ODI #11078838 / 2013 HONDA ACCORD (Electrical Issues)
Date: Wednesday, March 28, 2018 10:23:37 AM

From: Artemis HelpDesk (VOLPE)
Sent: Wednesday, March 28, 2018 10:23 AM

Subject: Log ID 25977 - FW: Consumer email - ODI #11078838 / 2013 HONDA ACCORD (Electrical Issues)

I don't believe that [REDACTED] email requires a response, but you might want to place a copy of his email in the Repository as it adds to his original IVOQ.

Thanks, – Bob

From: [REDACTED]
Sent: Friday, March 23, 2018 9:31 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

LAST REPORTED TROUBLE WITH OUR 2013 HONDA ACCORD MARCH 12 2018
OUR TRACKING # [11078838](#).. , WE ARE TRYING TO GET TO THE BOTTOM OF OUR ELECTRICAL ISSUES.

WIFE AND I DROPPED OFF OUR 2013 HONDA ACCORD MARCH 12 2018, IN THE HOPE TO RECTIFY THE ON GOING ISSUES THIS CAR IS DISPLAYING STARTING BACK FROM WHEN WE FIRST PURCHASED THE VEHICLE IN 2013. THE DEPARTMENT SERVICE MANGER REFUSE TO TROUBLE SHOOT FINED AND CORRECT THE ONGOING PROBLEM WITH THE DASH LIGHTS AND TURN INDICATOR, THIS STARTED WITH JUST THE REAR TURN INDICATOR FREEZING ON SCREEN.

SECOND: TIME THE REAR TURN INDICATOR FROZE IN PLACE AND THE MONITOR WENT BLACK / DARK, THIS TIME THEY THE CAMERA WAS BAD AND HAD TO REPLACE CAMERA, THEY WENT ON TO TELL WIFE N I THAT THEY REPROGRAMMED THE COMPUTER AND ALL WAS FINE. . EVERY TIME I HAVE TAKEN IN THE VEHICLE IN, THE CARE WAS RUNNING SO THEY CAN SEE FOR THEMSELVES WHAT WAS HAPPENING"" , EVERY TIME THEY TELL THE SERVICE DRIVER **"NOT TO TURN OFF THE VEHICLE" AND THIS IS NOT WHAT THEY DID.**

ONCE THE CAR IS TAKEN TO THE BACK " ITS TURNED OFF AND THE VEHICLE TROUBLE RESET ITS SELF, PROBLEM, I ORIGINALLY I BROUGHT TO HAVE FIXED IS NO LONGER EXIST. THE SERVICE MANGIER PLAY LIKE HE NEW NOTING A BOUGHT THE TROUBLE, WHEN INFECT HE HIM SELF ASK ME TO TAKE PICTURES AND SEND TO HIM.

EVERY TIME I HAVE TAKEN THIS VEHICLE IN FOR THIS RECURRING PROBLEM, I AM TOLD THAT THE PROBLEM WAS FIXED THEY HAD TO RESET THE ON BOARD COMPUTER.

THIS LAST TIME THE TURN INDICATOR FROZE AND THE LARGE SCREEN WENT DARK / BLACK ALONG WITH THE CLIMATE CONTROLS / SPEEDOMETER / TACHOMETER ,ALL DASH LIGHTING"".

THIS HAS HAPPEN TO BOTH OF US DRIVING FROM ARIZONA JUST BE FOR 30 MILES, FROM LUDLOW GOING TO ARIZONA, WE HAD TO PULL OFF TO THE SIDE AND TURN CAR OFF FINISH OUR TRAVELS.

ROCK HONDA HAS HAD OUR HONDA ACCORD GOING ON SECOND WEEK" AND COME TO FINED OUT THEY INSTRUCTED THE SERVICE DEPARTMENT NOT TO TURN OFF THE CAR, AND TO TAKE AROUND BACK STRAIGHT TO BE DIAGNOSED / TROUBLE SHOOT THAT NOT WHAT HAPPEN""", THE VEHICLE WAS TURN OFF BE FOR THEY COULD DIAGNOSED THE PROBLEM", WE KEEP TELLING THE SERVICE DEPARTMENT THAT THIS PROBLEM COMES IN 2 TO 6 MONTHS INTER-VOLES NOTE: I SPOKE WITH THE SERVICES MANGER CONCERNING THIS ON GOING PROBLEM AND A FULL PRINT OUT OF ALL SERVICE ON THIS VEHICLE SO I CAN LOOK UP A LEMON LAW ATTORNEY, OPON SPEAKING WITH HIM HE TELL ME THTO PICK UP THE CAR AS IT WAS (NOT FIXED) MY REPLY TO HIM WASS THAT IF I PICK UP VEHICLE I WILL HOLD ROCK HONDA RESPONSIBLE FOR ANY ACCIDENT OR DAMAGES AND THAT INCLUDE ANY LIFE THAT MAY BE TAKEN BE-CAUSED THEY WONTED TO WASH THERE HANDS WITH THE VEHICLE.

WHEN MY WIFE AND I ARRIVED TA ROCK HONDA, THE SERVICE MANAGER HAD A DIFFERENT TONE AND ASK TO KEEP THE VEHICLE AND GET TO THE BOTTOM OF THE PROBLEM, AND HE WOULD BE MORE THEN HAPPY TO GET HER A RENTAL CARE. TO THIS DAY ROCK HONDA HAS OUR VEHICLE. LOOKING FOR HELP.

On Mon, Mar 12, 2018 at 11:37 PM, U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11078838](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: [888-327-4236](tel:888-327-4236), Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: [888-424-9153](tel:888-424-9153)
(Please have your ODI number referenced above available.)

Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>

(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [SaferCar.gov](https://www.safercar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)