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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------|----------------------------------------------------------------------|
| <div style="text-align: center;"> <b>DOT Auto Safety Hotline</b><br/> <b>Vehicle Owner's Questionnaire</b><br/> <b>To Report Vehicle Safety Defects</b><br/> <b>1-888-DASH-2-DOT</b><br/> <b>(1-888-327-4236)</b><br/> <b>INTERNET: www.nhtsa.dot.gov/hotline</b> </div>                                                                                                                                                                                                                                                                                                                           |                                                                                                           |                                                                                                 |                                | FOR AGENCY USE ONLY 100148                                 |                                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                           |                                                                                                 |                                | Date Received<br><br>14-MAY-2018<br><br><b>JUL 18 2018</b> | Repository <input type="checkbox"/><br><br>Reference No.<br>11093610 |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Name <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                           | Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span> |                                | E-mail Address<br><br>none                                 |                                                                      |
| Address <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                           | Evening Telephone Number<br>same                                                                |                                |                                                            |                                                                      |
| City<br>BAKERSFIELD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | State<br>CA                                                                                               | Zip Code <span style="background-color: black; color: black;">[REDACTED]</span>                 |                                |                                                            |                                                                      |
| <small>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).</small>                                                                                                                                                                                                                                                                   |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>3CZRUSH52JG <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                           | Make<br>HONDA                                                                                   | Model<br>HR-V                  | Model Year<br>2018                                         |                                                                      |
| Date Purchased<br>8-26-18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Dealer's Name and Telephone Number<br>Visalia Honda 559-627-4444                                          |                                                                                                 | Engine:<br>No: Cylinders<br>4  | Fuel Type:<br>Gasoline                                     |                                                                      |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Dealer's City<br>Visalia, CA                                                                              | State<br>CA                                                                                     | Zip Code<br>93279              |                                                            |                                                                      |
| Transmission Type<br>CVT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control | Powertrain                                                                                      | Multiple Failure:              | Incident Date(s)<br>13-MAY-2018                            |                                                                      |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Vehicle Component Codes: 030000 BRAKES (PWS), 060000 ENGINE (PWS), 180000 VEHICLE SPEED CONTROL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                           |                                                                                                 | Failure Mileage<br>1140        | Failure Speed<br>60                                        |                                                                      |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Tire Model (Name or Number)                                                                               |                                                                                                 | Tire Size (Example P215/65R15) |                                                            |                                                                      |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                      | Failure Location:                                                                               |                                |                                                            |                                                                      |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                           |                                                                                                 | Tire Failure Type:             |                                                            |                                                                      |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Date Manufactured:                                                                                        |                                                                                                 | Model No./Name:                |                                                            |                                                                      |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Installation System:                                                                                      |                                                                                                 |                                |                                                            |                                                                      |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Failed Part:                                                                                              |                                                                                                 |                                |                                                            |                                                                      |
| <b>APPLICABLE INCIDENT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| <small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</small>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                               | Number of Persons Injured                                                                       | Number of Deaths               | Reported to Police<br>N                                    |                                                                      |
| <b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br>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 2018 HONDA HR-V. WHILE DRIVING APPROXIMATELY 60 MPH, THE BRAKE PEDAL WAS DEPRESSED WITH FORCE, BUT THE RPM'S CONTINUED TO INCREASE. THE CONTACT HAD TO SHIFT THE GEAR IN NEUTRAL AND THEN BACK INTO DRIVE TO CORRECT THE FAILURE. THE VEHICLE WAS NOT TAKEN TO AN INDEPENDENT MECHANIC OR DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,140.                                                                                                                                   |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Attached is a copy of the letter that I sent to Honda the day following the incident. On the back side of the letter is some additional information.                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |
| <small>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.</small> |                                                                                                           |                                                                                                 |                                |                                                            |                                                                      |

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 100-5E-8A  
1919 Torrance Boulevard  
Torrance, CA 90501-2746

May 14, 2018

RE: Follow-up to Phone Conversation  
2018 Honda HR-V EX  
VIN: 3CZRU5H52JC [REDACTED]

I recently experienced an unsettling safety related incident with my 2018 Honda HR-V EX that American Honda Motor Co., Inc., and perhaps the NHTSA, should be made aware of.

On Sunday morning, May 13, 2018, while traveling East on Highway 178 in Bakersfield, California, at a speed of approximately 60 mph, I was forced to brake for a traffic signal at the intersection of Highway 184. While braking to stop for the traffic signal I realized immediately that something was wrong. The usual "light touch" required on the brake pedal had little or no effect in slowing down the vehicle and I was forced to exert an unusual amount of pressure in order to bring the vehicle to a stop. After coming to a complete stop at the traffic signal, I had to continue exerting excessive pressure on the brake pedal in order to keep the vehicle from moving forward because the engine continued to "race" rather than dropping back to a normal engine idle speed.

Not knowing quite what to do or exactly what the problem was, my first thought was to simply kill the engine by pressing the Start/Stop Button. But, on second thought, the vision of being at a dead stop in the middle of a major highway with a 65 mph speed limit in the rush of Mother's Day traffic didn't seem like a very good idea. So instead, I briefly shifted the transmission into Neutral while waiting for the traffic signal to change and when I did so the engine speed revved up to around 3,000 rpm. Just moments after shifting into Neutral the signal changed to green, I shifted back into Drive and continued to drive the remaining 3 miles (or so) to my home with everything seeming to work properly. When I pulled into my garage braking was normal and the engine speed dropped to a normal idle speed. While I don't know exactly what happened at the traffic signal, it was a rather frightening and unexpected occurrence.

The vehicle was purchased new in late January and the odometer reading at the time of the incident was only about 1,140 miles. This is the first time I have experienced such a frightening malfunction and I have an appointment with Barber Honda on Tuesday morning to have the vehicle checked out. But, regardless of what Barber Honda may find, it would seem to be a sign of a possible mechanical defect and potential safety hazard that could result in a serious accident causing injury or death that should be investigated by Honda.

Sincerely,

[REDACTED]  
Bakersfield, CA [REDACTED]

Phone: [REDACTED]

June, 18, 2018

Additional Information:

The incident occurred on Sunday, May 13, 2018.

The following day, May 14, 2018, I called Honda Motor Company's Customer Service and wrote the follow-up letter (other side) describing the incident.

On May 15, 2018, I took the vehicle to the local Honda dealer, Barber Honda, 4500 Wible Road, Bakersfield, CA 93384 (phone # 661-396-4202) for evaluation. The Barber Honda service department was unable to replicate the incident. On returning home, I called Honda Motor Customer Service to advise them that Barber Honda was unable to replicate the incident.

I received a phone call last week from Honda Motor Customer Service to inquire if I had experienced any more problems. I have not. So far the incident was just a one-time unexplained occurrence.

Additional Information Regarding the Incident:

The incident occurred shortly after I had made a rather abrupt stop (not a screeching tires kind of stop, but still somewhat abrupt) for a traffic signal at the intersection where eastbound Highway 178, a limited access freeway with a 65 MPH speed limit, changes to a recently widened "non-freeway" portion surface road that retains the 65 MPH speed limit but has 5 traffic signals within about a 3 mile stretch.

After making the abrupt stop at the first traffic signal, I had accelerated to about 60 MPH when the traffic signal at the next intersection also turned red. It was in stopping for that second traffic signal that the incident occurred. I noticed something was wrong when I first applied the brake and mentioned to my passenger that the automatic transmission did not seem to be downshifting properly or that the throttle seemed stuck. After applying the brakes hard to stop at the signal, I briefly shifted into neutral and noted that the engine RPM continued to rev at around 2800 RPM. I was in neutral only briefly when the light turned green, so I shifted into drive and continued home (only about 3/4 of a mile beyond the traffic signal) without any further problem.

I have thus far experienced no further problems.