



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 ☐

14-MAY-2018

DEC 18 2018

Reference No.

11093610

OWNER INFORMATION (Type or Print)

Name

Address

City

BAKERSFIELD

State

CA

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

3CZRUS52JC

Make

HONDA

Model

HR-V

Model Year

2018

Date Purchased

1-26-18

Dealer's Name and Telephone Number

Visalia Honda 559-627-4444

Engine:

No. Cylinders

4

Fuel Type:

Gasoline

Original Owner

☐

Dealer's City

Visalia, CA

State

CA

Zip Code

93279

Transmission Type

CVT

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

13-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 060000 ENGINE (PWS), 180000 VEHICLE SPEED CONTROL

Failure Mileage

1140

Failure Speed

60

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 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.

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.

November 29, 2018

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NEF-100
1200 New Jersey Avenue SE
Washington D.C. 20077-9382

RE: Reference No. 11093610

On May 14th, 2018 I filed a verbal complaint with NHTSA concerning a safety related incident with my 2018 Honda HR-V, which was further augmented by a follow-up Vehicle Owner's Questionnaire, a copy of which is enclosed. On November 25, 2018, I experienced a second nearly identical incident which I would like to add to the referenced file No. 11093610.

The second incident occurred at a speed of about 20 MPH with a odometer reading of approximately 4,360 miles. In order to avoid a repetitive narration of the incident I have enclosed a copy of a letter I sent to American Honda Motor Company detailing the circumstances under which the incident took place and the inability of the local Honda dealer to diagnose the problem.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Bakersfield, CA [REDACTED]

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Torrance, CA 90501-2746

November 28, 2018

Attention: Chris D.
RE: American Honda Motor Case [REDACTED]
2018 Honda HR-V EX
VIN: 3CZRU5H52JG [REDACTED]

I have experienced a second safety related incident with my 2018 Honda HR-V EX that was eerily similar the incident which led up to the referenced Honda Case [REDACTED], and I refer this letter to your attention since I had some mail and phone contact with you regarding that particular Case.

The latest incident occurred on Sunday morning, November 25, 2018, while I was returning home from a shopping trip. I was traveling East on Mall View Road in Bakersfield, California, at a coasting speed of about 20 mph, when I applied the brake to stop for a traffic signal at the intersection of Mall View Road and Oswell Street.

As in the previous incident, when I applied my usual light touch to the brake pedal I could tell immediately that the power brake system was not functioning properly. No power braking was taking place and there was no change in the engine speed. Pressing harder on the brake pedal I was able to come to a stop perilously close to the car in front of me which was already stopped for the red light. During the hard-braking action that was required to stop the vehicle, the engine speed remained unchanged until the vehicle had come to a complete stop then abruptly dropped to a normal "idle speed" with an audible "clunk" that was heard and felt by both me and by my passenger.

The odometer reading at the time of this incident was approximately 4,360 miles and the vehicle has been driven some 3,220 miles since the first reported incident with no intervening problem. Under the circumstances I think it goes without saying that it makes me somewhat uncomfortable just driving the vehicle, especially at high speed or in heavy traffic, not knowing what the problem is or when it might recur. In neither this incident nor the previous incident was there any warning sign or other indication of what was about to happen. Just prior to the latest incident, I had made a completely normal and uneventful stop while turning onto Mall View Road from the local Target store parking lot about three blocks from the site of the incident.

I took the vehicle into Barber Honda on Tuesday morning, November 27, 2018, to have it checked out. As expected (since it has only happened twice in 4,360 miles) Barber was unable to replicate the problem or to find any indication in the stored system error codes that a problem had occurred. A copy of the Barber documentation is enclosed.

Notwithstanding Barber's inability to identify or diagnose the problem, the problem is real and it has happened twice. While I'm not a technically oriented person, these incidents are obviously an indication of some underlying, and as yet unidentified, mechanical, computer or

software defect or malfunction that poses a potentially serious safety hazard if not resolved. It would seem that for some reason, when the brake pedal was pressed on the two occasions I have described, my braking action has failed to activate the power braking system and therefore failed to activate the usual reduction in the engine speed as it normally would when coming to a stop.

I'm sure it would be much easier to diagnose the problem if I could definitively say "Whenever I do X, the vehicle does Y", but that's simply not the case. The circumstances leading up to the two incidents were quite different. The first incident involved a sudden stop for from a speed of about 60 MPH when a traffic signal unexpectedly changed to red on a highway with a 65 MPH speed limit, while the second incident involved what was essentially a coasting stop on a city street from a speed of about 20 MPH for a traffic signal that was already red. That's what makes the problem so disconcerting - it can apparently occur at any time under any circumstance without warning.

Sincerely,

[REDACTED]
Bakersfield, CA [REDACTED]

Phone: [REDACTED]

[Redacted]
Bakersfield, CA [Redacted]

SANTA CLARITA CA 913

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