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[REDACTED]
Scotch Plains, NJ [REDACTED]

01/09/2020

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation (NVS-210),
1200 New Jersey Ave. SE, Washington, DC 20590.

Re.: Loss of steering while driving 2015-Honda Accord, Vin # 1HGCR2F57L [REDACTED]
GEICO Insurance complaint# [REDACTED]

On Saturday November 9, at approximately 2:45pm, I got onto Route 78 East Expressway at Exit 43, (New Providence, NJ). The weather was good, but there was a decent amount of traffic that day. I was travelling in the center lane of the 3-lane expressway at approximately 50 mph. I saw an opening and attempted to move into the outer lane. After getting into the lane however, I felt the car still shifting to the right; moving closer to the concrete wall divider. This action was not in my control, and as I attempted to straighten the path of the car, the car veered back towards the center lane suddenly. At this point I was covering my breaks, attempting to regain control, but the car began to veer in and out of lanes sharply. I realized that I had no control over the car. I ended up in the corner lane where the car careened forward and hit the bumper of the vehicle directly in front. My car veered off the road and collided with the guard wall, causing the side airbag to deploy. The driver of the car I collided with [REDACTED] came over to see how I was doing. She told me that she could see me trying to control my car.

As a result of the accident I have residual pain in my neck, back and shoulder. Worst of all, I suffer from nightmares and I have difficulty sleeping.

After the accident, I called Honda customer service, and explained what had happened. They seemed sympathetic at first until I requested that Honda investigate why the car steering could not be controlled. I spoke with Honda customer service representative Marion on 11/13 at approx. 2:00pm EST. She said that Honda will not investigate as there was no casualty as a result of the accident and that the car belonged to GEICO. After speaking with Geico I called Honda Rep. Marion and explained that Geico said that they do not have the expertise to conduct that type of investigation, but they would make the car available for Honda to do so. Marion insisted that there is nothing she could do. When I requested that she transfer the call to her supervisor, she became indignant, said there is no supervisor higher than her and terminated the phone call.

I am thankful to God for sparing my life as I realized how close I came losing it on the expressway. After my interaction with Marion, I started to look into Honda and the

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intricacies of my car. In my research, I found on the internet, accounts from other people detailing incidents involving the steering and loss of control while driving their Hondas. This made me ask the question, at what point does the volume of complaints about the same problem prompt Honda to investigate. It's as if no one cares to investigate what went wrong with the car, even though the knowledge may save the life of others. This revelation, in addition to the physical pains I've felt since the accident, have caused me great stress as of late.

The 2015 Honda Accord was purchased new from VIP Honda located at 2285 Route 22 West, North Plainfield, and serviced by VIP Honda only. In July 2019 VIP Honda installed 4 new tires



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