

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----- 11326247-----
Date: Wednesday, June 24, 2020 10:07:21 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, June 23, 2020 9:30 AM
To: EVOQ (NHTSA) <EVOQ@dot.gov>; DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto>DataQuality@dot.gov)>
Subject: Re: FW: Follow up to ODI Complaint ----- 11326247-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

On Wed, Jun 17, 2020 at 1:03 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataguality@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 | Repository <input type="checkbox"/> |
| 27-MAY-2020 | Reference No. 11326247 |

OWNER INFORMATION (Type or Print)

| | | |
|----------------|--------------------------|----------------|
| Name | Daytime Telephone Number | E-mail Address |
| Address | Evening Telephone Number | |
| City ARLINGTON | State VA | Zip Code |

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 5FNYP6H93HE | Make HONDA | Model PILOT | Model Year 2017 |
| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type | <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: Incident Date(s) 21-MAY-2020 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|--|--------------------------|--------------------|
| Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN, 060000 ENGINE (PWS) | Failure Mileage 33000 | Failure Speed 0 |
|--|--------------------------|--------------------|

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: DOTMAL9ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).

THE AUTO ENGINE IDLE (AEI) FEATURE HAS A FLAW IN IT THAT HONDA HAS APPARENTLY NOT IDENTIFIED OR EXPLAINED AND IT IS A SERIOUS SAFETY CONCERN. AEI SHUTS THE ENGINE OFF WHEN THE CAR IS IN DRIVE BUT FULLY STOPPED AND, IN THEORY, INCREASES FUEL EFFICIENCY BY REDUCING ENGINE IDLING WHEN THE CAR IS STOPPED, E.G. AT A STOPLIGHT OR IN STOP-AND-GO TRAFFIC. WHILE THERE IS A BUTTON TO DISABLE IT, THIS BUTTON HAS TO BE PRESSED EACH TIME YOU TURN THE CAR ON AND CANNOT BE PERMANENTLY DISABLED. WE TRY TO REMEMBER TO ALWAYS PRESS THE BUTTON AND DISABLE THE FEATURE BUT OCCASIONALLY FORGET AND DON'T REALIZE WE HAVEN'T DISABLED IT UNTIL WE COME TO A STOP SOMEWHERE AND THE FEATURE ENGAGES AND THE ENGINE SHUTS OFF. AEI WOULD JUST BE A NUISANCE IF IT WORKED 100% OF THE TIME AS IT IS DESIGNED TO WORK BUT, UNFORTUNATELY, IT DOESN'T. WHEN IT WORKS AND THE BRAKE PEDAL IS FULLY DEPRESSED, THE ENGINE IS AUTOMATICALLY IDLED, AND THEN AS YOU BEGIN TO LIFT YOUR FOOT OFF THE BRAKE PEDAL, THE ENGINE QUICKLY TURNS BACK ON, YOU'RE ALREADY IN DRIVE, AND YOU GO. HOWEVER, ON WHAT SEEMS TO BE A COMPLETELY RANDOM AND UNPREDICTABLE BASIS, SOMETIMES WHEN YOU BEGIN TO LIFT YOUR FOOT OFF THE BRAKE PEDAL, RATHER THAN HAVING THE ENGINE RESTART AUTOMATICALLY, THE ENTIRE CAR JUST GOES DEAD. AT THIS POINT, YOU HAVE TO FRANTICALLY PUT THE CAR IN PARK AND COMPLETELY RESTART THE ENGINE. IF YOU'RE LUCKY, THIS HAPPENS QUICKLY AND YOU'RE NOT STUCK IN A COMPROMISED

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.

THE AUTO ENGINE IDLE (AEI) FEATURE HAS A FLAW IN IT THAT HONDA HAS APPARENTLY NOT IDENTIFIED OR EXPLAINED AND IT IS A SERIOUS SAFETY CONCERN. AEI SHUTS THE ENGINE OFF WHEN THE CAR IS IN DRIVE BUT FULLY STOPPED AND, IN THEORY, INCREASES FUEL EFFICIENCY BY REDUCING ENGINE IDLING WHEN THE CAR IS STOPPED, E.G. AT A STOPLIGHT OR IN STOP-AND-GO TRAFFIC. WHILE THERE IS A BUTTON TO DISABLE IT, THIS BUTTON HAS TO BE PRESSED EACH TIME YOU TURN THE CAR ON AND CANNOT BE PERMANENTLY DISABLED. WE TRY TO REMEMBER TO ALWAYS PRESS THE BUTTON AND DISABLE THE FEATURE BUT OCCASIONALLY FORGET AND DON'T REALIZE WE HAVEN'T DISABLED IT UNTIL WE COME TO A STOP SOMEWHERE AND THE FEATURE ENGAGES AND THE ENGINE SHUTS OFF. AEI WOULD JUST BE A NUISANCE IF IT WORKED 100% OF THE TIME AS IT IS DESIGNED TO WORK BUT, UNFORTUNATELY, IT DOESN'T. WHEN IT WORKS AND THE BRAKE PEDAL IS FULLY DEPRESSED, THE ENGINE IS AUTOMATICALLY IDLED, AND THEN AS YOU BEGIN TO LIFT YOUR FOOT OFF THE BRAKE PEDAL, THE ENGINE QUICKLY TURNS BACK ON, YOU'RE ALREADY IN DRIVE, AND YOU GO. HOWEVER, ON WHAT SEEMS TO BE A COMPLETELY RANDOM AND UNPREDICTABLE BASIS, SOMETIMES WHEN YOU BEGIN TO LIFT YOUR FOOT OFF THE BRAKE PEDAL, RATHER THAN HAVING THE ENGINE RESTART AUTOMATICALLY, THE ENTIRE CAR JUST GOES DEAD. AT THIS POINT, YOU HAVE TO FRANTICALLY PUT THE CAR IN PARK AND COMPLETELY RESTART THE ENGINE. IF YOU'RE LUCKY, THIS HAPPENS QUICKLY AND YOU'RE NOT STUCK IN A COMPROMISED POSITION SOMEWHERE, EITHER IN A TURNING LANE OR PARTLY IN AN INTERSECTION OR AT A STOPLIGHT WITH TRAFFIC BEARING DOWN ON YOU FROM BEHIND. FOR US, THE SCARIEST SITUATION OCCURRED IN THE LEFT LANE OF A HIGHWAY WHEN TRAFFIC CAME TO AN ABRUPT AND COMPLETE STOP AND THEN QUICKLY BEGAN TO MOVE AGAIN. THE AEI SYSTEM ENGAGED AND RATHER THAN RESTART THE ENGINE, THE ENTIRE CAR WENT DEAD IN THE LEFT LANE OF THE HIGHWAY. WE HAD NO BRAKELIGHTS AND NO IMMEDIATE WAY TO WARN THE TRAFFIC COMING AT US FROM BEHIND AT 60+MPH THAT WE COULDN'T MOVE (I GUESS I COULD'VE TURNED THE FLASHERS ON BUT IN A PANIC I WAS MORE WORRIED ABOUT GETTING THE CAR RESTARTED). THANKFULLY, I WAS ABLE TO GET THE CAR RESTARTED BEFORE WE GOT REAR-ENDED BUT IT COULD'VE BEEN DISASTROUS, ESPECIALLY IF IT WERE AT NIGHT, AND BECAUSE MANY OF THE OTHER COMPLAINTS I READ INDICATE THAT THE CAR DOES NOT ALWAYS RESTART OR RESTART PROMPTLY. I HAVE NOW TWICE BROUGHT THE CAR TO MY LOCAL HONDA DEALER AND THE GUYS IN THE SERVICE SHOP HAVE NO SOLUTION AND THERE IS NO REPORTED PROBLEM OR FIX FROM HONDA, DESPITE THE FACT THAT THEY CAN SEE IN THE HISTORY OF THE FAULT CODES THAT THE CAR HAS SHUT DOWN MULTIPLE TIMES. I HAVE NOW PAID FOR AND INSTALLED A NEW BATTERY EVEN THOUGH MY EXISTING BATTERY WAS IN GOOD CONDITION AND DID NOT INDICATE IT NEEDED TO BE REPLACED. IN ADDITION, MANY OF THE OTHER COMPLAINTS ON THE INTERNET THAT I HAVE FOUND INDICATE THAT THE PROBLEM STILL OCCURS AFTER THE BATTERY IS REPLACED. THE LEAD SERVICE TECH AT MY DEALER WAS ALSO ABLE TO CONVINCED HONDA TO REPLACE MY STARTER BUT IF THAT IS REALLY THE ISSUE THEN WHY HASN'T THE CAR BEEN RECALLED YET? THIS PROBLEM SHOULDN'T BE LEFT TO INDIVIDUAL OWNERS TO EXPERIENCE AND TRY TO FIX ON THEIR OWN BEFORE SOMETHING AWFUL HAPPENS.