

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11441001 -----
Date: Monday, January 31, 2022 8:00:49 AM
Attachments: [REDACTED]

From: [REDACTED] >
Sent: Saturday, January 29, 2022 4:09 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Fw: Follow up to ODI Complaint -----11441001 -----

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.

Updates attached in both pdf and MS Word format. Please let me know if you have any questions or require any additional information.

Sincerely,

[REDACTED]

----- Forwarded Message -----

From: EVOQ (NHTSA) <evoq@dot.gov>
To: [REDACTED]
Sent: Friday, January 28, 2022, 10:15:05 AM EST
Subject: FW: Follow up to ODI Complaint -----11441001 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@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

19-NOV-2021

Repository Reference No.
11441001

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	Williamsburg	State	VA
ZIP Code	[REDACTED]		

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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 2hkrw1h80h [REDACTED]		MAKE HONDA	Model CR-V	Model Year 2020
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) 17-NOV-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS	Failure Mileage 11500.0	Failure Speed 1
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <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), Injury(ies).)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths	Reported to Police Y
------------------------------------------------------------------------------	-----------------------------------------------------------------------------	--------------------------------	------------------	-------------------------

Narrative Description of Incident(s), Crash(es), 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 contact owns a 2020 Honda CR-V. The contact stated that while his wife was attempting to park the vehicle at 1 MPH, the vehicle independently accelerated without warning. The vehicle jumped a curb and crashed into a tree which stopped the acceleration; the contact, who was in the passenger seat, was able to place the vehicle into neutral and shut off the engine. The contact stated that the airbags did not deploy upon impact. The police were called the scene and a police report was filed. The contact was able to drive the vehicle back home despite the severe front-end damage. The contact was also able to drive the vehicle to an independent body shop as several warning lights had appeared on the instrument panel which he linked to the accident. They remained in the possession of the body shop for repair. The contact and his wife sought medical treatment from a doctor where his wife was treated for a large lump on the back of her head and the contact was diagnosed for chest contusion after having a chest X-ray. The dealer was notified of the contact of the failure and was informed that they do not perform body repairs. The manufacturer had yet to be notified of the failure. The vehicle had yet to be repaired. The failure mileage was approximately 11,500

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

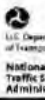
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

January 29, 2022

National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation
DOT Auto Safety Hotline
Vehicle Owner's Questionnaire

This is in response to the 1/28/22 email from the Department of Transportation requesting any necessary edits to the Vehicle Safety Defects report reference # 11441001 (image below). Edits and additional information for the NHTSA/ODI investigation is provided following the image below.

Form Approved OMB No. 2127-0059

 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: 19NOV2021 Repository: <input type="checkbox"/> Reference No.: 11441001	
OWNER INFORMATION (Type or Print)			
Name: [REDACTED]		Business Telephone Number: [REDACTED]	
Address: [REDACTED]		Living Telephone Number: [REDACTED]	
City: Williamsburg	State: VA	ZIP Code: [REDACTED]	
<small>The information you provide will be used to identify a vehicle safety defect. We may share your information with the appropriate vehicle manufacturer during an investigation or recall in accordance with the criteria and procedure in the agency's Privacy Act Notice, See 49 CFR 13971 (Rev. 2, 2004).</small>			
VEHICLE INFORMATION			
17 Digit Vehicle Identification Number (located on bottom of dashboard or driver's side door): [REDACTED]		Make: HONDA	Model: CR-V
Date Purchased: [REDACTED]		Dealer's Name and Telephone Number: [REDACTED]	Engine: No. Cylinders: [REDACTED]
Original Owner: <input type="checkbox"/>	Dealer's City: [REDACTED]	STATE: [REDACTED]	ZIP Code: [REDACTED]
Transmission Type: <input type="checkbox"/> Automatic/Manual <input type="checkbox"/> Clutch (Serial): [REDACTED]	Powertrain: [REDACTED]	Multiple Failures: [REDACTED]	Incident Date(s): 17-NOV-2021
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components/Code(s): 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS		Failure Mileage: 115000	Failure Speed: 1
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Brand: [REDACTED]	Tire Model (Name or Number): [REDACTED]	Tire Size (Example: P215/55R17)	
DOT No. (Example: E07TMA1 ABC036)	<input type="checkbox"/> Original Replacement <input type="checkbox"/> Failure Location: [REDACTED]		
The Component Code: [REDACTED]	The Failure Type: [REDACTED]		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: [REDACTED]	Date Manufactured: [REDACTED]	Model No./Name: [REDACTED]	
Seat Type: [REDACTED]	Installation System: [REDACTED]		
Child Seat Component Code: [REDACTED]	Incident Date: [REDACTED]		
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), following, check(s) provided.)			
Crash: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: 2	Number of Deaths: 0
Repaired or Replaced: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Reported to Police: 0	
Narrative Description of Incident(s), Crash(es), Injury(ies) Please describe the events leading up to the failure, the failure and its consequences, and (if) what was done to correct the failure, i.e. parts replaced or repaired (and if old parts are available). The contact owns a 2020 Honda CR-V. The contact stated that while his wife was attempting to park the vehicle at 1 MPH, the vehicle independently accelerated without warning. The vehicle jumped a curb and crashed into a crepe myrtle tree which stopped the acceleration. The contact, who was in the passenger seat, was able to place the vehicle into neutral and shut off the engine. The contact stated that the airbags did not deploy upon impact. The police were called the scene and a police report was filed. The contact was able to drive the vehicle back home despite the severe front-end damage. The contact was also able to drive the vehicle to an independent body shop as several warning lights had appeared on the instrument panel which he linked to the accident. They returned in the possession of the body shop for repair. The contact and his wife sought medical treatment from a doctor while his wife was treated for a large lump on the back of her head and the contact was diagnosed for chest contusion after having a chest X-ray. The dealer was notified of the contact of the failure and was informed that they do not perform body repairs. The manufacturer had yet to be notified of the failure. The vehicle had yet to be repaired. The failure mileage was approximately 11,500.			
<small>Include, if available, Photos, Diagrams, Reports, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.</small>			
<small>The Privacy Act of 1974 (Public Law 93-502). The information is requested pursuant to authority vested in the National Highway Traffic Safety Administration. 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>			

Updated description for Narrative Description of Incident(s), Crash(es), Injury(ies)

The contact owns a 2020 Honda EX-L CR-V. The contact stated that on November 17, 2021 at about 10:30 AM while his wife was attempting to park the vehicle at 1 MPH, the vehicle independently accelerated without warning. The vehicle jumped a curb and crashed into a crepe myrtle tree which stopped the acceleration. The contact, who was in the passenger seat, was able to place the vehicle into

neutral and shut off the engine. The contact stated that the airbags did not deploy upon impact. The vehicle's Collision Mitigation Braking System did not function. The total elapsed time from when his wife turned left into the parking spot until the car hit the tree was only a few seconds. The police were called the scene and an event report ([REDACTED]) was filed by James City County Officer Neil A. Sawyer. The contact was able to drive the vehicle back home despite the severe front-end damage. The contact was also able to drive the vehicle to an independent body shop as several warning lights had appeared on the instrument panel which he linked to the accident. The contact and his wife sought medical treatment the morning of November 18th from their Primary Care Physician. His wife was treated for a large lump on the back of her head and the contact was diagnosed for chest contusion after having a chest X-ray. The Williamsburg Honda dealer was notified by the contact of the failure and was informed that they do not perform body repairs. Contact called Honda to report the issue (800-999-1009) on 11/19/21 and spoke with Jeanne. Contact gave her the NHTSA/ODI number (11441001) and she opened a Honda case number [REDACTED].

The failure mileage was approximately 11,500. The total repair cost of the car was \$10,446.10.

Additional information to facilitate the NHTSA/ODI investigation

Accident event report:

Accident

From: Amy Owens (amy.owens@jamescitycountyva.gov)
To: [REDACTED]
Date: Monday, November 22, 2021, 11:05 AM EST

Sir,

I have attached a copy of the event report you requested.

Regards,

Amy Owens
Police Records Supervisor



Police Department
4690 Opportunity Way
PO Box 5754
Williamsburg, VA 23155-5784
P: 757-259-5144
F: 757-226-8770
jamescitycountyva.gov

My Agency

Event Report

Event ID: [REDACTED] Call Ref #: 711 Date/Time Received: 11/17/21 10:34:01

Rpt #: Call Source: W911	Prime 73 Unit: SAWYER, NEIL A	Services Involved LAW
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Location: [REDACTED] X-ST: CROSSOVER AT MONTICELLO MARKETPLACE OLD NEWS RD	DIST: 352.24 ft (S)MONTICELLO Jur: CAD Service: LAW Agency: JCCP St/Beat: Z4A District: K-12 RA: 502E Phone: (757) 564-5902 GP: NZ4A
Business: PUBLIX	

Nature: ACCIDENT Alarm Lvl: 1 Priority: 1 Medical Priority:

Reclassified Nature:

Caller: [REDACTED] Alarm:
Addr: [REDACTED] Phone: [REDACTED] Alarm Type:

Vehicle #: [REDACTED] St: VA Report Only: No Race: Sex: Age:

Call Taker: RQUESENBERRY Console: ECC911-1

Geo-Verified Addr.: Yes Nature Summary Code: LAW Disposition: 8 Close Comments:

Notes: WILL BE CLOSER TO THE HALLMARK STORE, CALLER ADV ITS MINOR [11/17/21 10:35:14 RQUESENBERRY]
RED HONDA CR-V VS A TREE IN THE PARKING LOT, NO INJS [11/17/21 10:34:41 RQUESENBERRY]

Times		
	Time From Call Received	
Call Received: 11/17/21 10:34:01		
Call Routed: 11/17/21 10:34:49	000:00:48	Unit Reaction: 000:05:28 (1st Dispatch to 1st Arrive)
Call Take Finished: 11/17/21 10:34:49	000:00:48	En-Route: 000:05:28 (1st Dispatch to 1st En-Route)
1st Dispatch: 11/17/21 10:35:15	000:01:14 (Time Held)	On-Scene: 000:10:24 (1st Arrive to Last Clear)
1st En-Route: 11/17/21 10:40:43	000:06:42	
1st Arrive: 11/17/21 10:40:43	000:06:42 (Reaction Time)	
Last Clear: 11/17/21 10:51:07	000:17:06	

Radio Log						
Unit	Empl ID	Type	Description	Time Stamp	Comments (may truncate in portrait)	Close Code User
73	NS073	DXY	DispatchXY	11/17/21 10:35:15	11990767.50,3627102.87	PAULAR
73	NS073	D	Dispatched	11/17/21 10:35:15	Stat/Beat: Z4A	PAULAR
73	NS073	A	Arrived	11/17/21 10:40:43		PAULAR
73	NS073	C	Cleared	11/17/21 10:51:07	8	8 PAULAR

Event Log						
Unit	Empl ID	Type	Description	Time Stamp	Comments (may truncate in portrait)	Close Code User
		TR	Time Received	11/17/21 10:34:01	By: E911	RQUESENB
		ENT	Entered Street	11/17/21 10:34:01	1 IRONBOUND RD - W	RQUESENB

Event ID: [REDACTED] Call Ref #: 711 ACCIDENT at 4660 MONTICELLO AVE

COF	Uncertainty/Confidence	11/17/21 10:34:01	COF:295ft COP:25%	RQUESENB
CHG	Changed Street	11/17/21 10:34:05	4747 OLD NEWS RD --> 4660 MONTIC	RQUESENB
ENT	Entered Nature	11/17/21 10:34:14	ACCIDENT	RQUESENB
ENT	Entered Remarks	11/17/21 10:34:41		RQUESENB
CHG	Changed CallerName_	11/17/21 10:34:49	AT&T MOBILITY --> PAUL SCHWARTZ	RQUESENB
FIN	Finished Call Taking	11/17/21 10:34:49		RQUESENB
VEV	Viewed Event	11/17/21 10:34:52	User First Viewed Event CAD	PAULAR
REC	Unit Rec Btn Click	11/17/21 10:35:12	1) Unit recommend for ACCIDENT at 46	PAULAR
...	Unit Rec Btn Click...	11/17/21 10:35:12	2) AVE (B: PUBLIX) (Caller: PAUL SCH	PAULAR
ARM	Added Remarks	11/17/21 10:35:14		RQUESENB
ARM	Added Remarks	11/17/21 10:35:14	Sent to: C2C Partners	RQUESENB
REC	Unit Recommendation	11/17/21 10:35:15	Plan: PNOR Cat: 1PD Lvl: 1	PAULAR
REC	Unit Recommendation	11/17/21 10:35:15	Recomnd:73 [PATL]	PAULAR
ENT	Entered VehicleID	11/17/21 10:42:58	[ID: 333489] VCB6389	PAULAR
ENT	Entered VehicleState	11/17/21 10:42:58	[ID: 333489] VA	PAULAR
ENT	Entered LicenseType	11/17/21 10:42:58	[ID: 333489] PC	PAULAR
VHQ	Vehicle Query	11/17/21 10:42:58	Tag:VCB6389 State: VA Type: PC	PAULAR
73	NS073 NCI	QRY:	11/17/21 10:42:58 1) UNIT:73 Purpose=False, State=VA, T	PAULAR
73	NS073 ...	QRY:...	11/17/21 10:42:58 2) Tag=VCB6389, D	PAULAR

Related Names

Last, First, MI Suffix	Type	Race	Sex	HT	WT	Eyes	DOB	Age	Home / Mobile Ph	Work Ph
[REDACTED]	CALL							0	[REDACTED]	
Address: [REDACTED] James City County, VA [REDACTED]										
Oln: [REDACTED] Oln St: [REDACTED]										
Notes:										

Related Vehicles

Lic Tag	State	Type	Year	Make	Make Desc	Model	Color1 / Color2	Vin
[REDACTED]	VA	PC	0					
Notes:								

Chronology:

11/17/21 10:30 AM – Car accelerated unexpectedly, jumped curb and struck tree.

11/18/21 AM – Medical evaluations by Primary Care Physician. Chest X-rays for passenger.

11/19/21 AM – Reported safety incident to James at NHTSA/ODI. Also called Honda Corporate at number provided by James. Spoke with Jeannie. She assigned Honda case # [REDACTED]

11/22/21 at 12:40 PM - I received a call from Christine at Honda regarding case [REDACTED]. She said that Honda would like to inspect the vehicle once the body work is completed by Bruce's Super Body Shop BEFORE any work is done on the car by the Williamsburg Honda dealer. She asked that I call her (direct line 310-781-6323) as soon as I receive an ETA of the body shop work completion. I agreed to do that and suggested to her that she contact the Honda dealer directly, provide the VIN of the car, and instruct them not to do anything to the car until she is notified and can get expertise on site to investigate the cause of the car's sudden unexpected acceleration. Christine did not provide her last name, title, or location.

11/22/21 at 12:56 PM - I called Chelsea at Bruce's Super Body Shop to ask her to call me 2-3 days before the work was complete so I could let Honda know when they could inspect the car to determine the failure. She said she noted that in the file.

12/2/21 AM - I called Bruce's to check on status and was told the car was in body repair and it should be done by the end of the following week, 12/10/21

12/8/21 AM - I called Bruce's to verify car would be ready for Williamsburg Honda by 12/10/21 and was told the car was brought to the Honda dealer on 12/7/21. Immediately called Christine at Honda and left her a voice mail message informing her that the car was at the dealership. Her voice mail message only stated her first name, not full name or title. I then called the Williamsburg Honda dealer and provided them with Christine's phone number and asked them not to do anything to the car until they heard from Christine.

12/9/21 PM - Christine from Honda called, said she got a call from Dave at Williamsburg Honda, and that she will call him back and instruct him on next steps.

12/11/21 PM - I received a call from Kate at Williamsburg Honda saying that the Honda representative can no longer inspect the car on Monday 12/13/21, that Dave will call me when the Honda representative can make it, and mentioned that the representative wants me to take a test drive in the car.

12/13/21 3 PM - I met the Honda rep at the Williamsburg Honda dealership. The rep stated his name was Chris Ward, and that he was the Honda District Parts and Service Manager. He did not provide a business card when I requested it. I was surprised that he was a local manager and not a Honda Tier 4 Support Engineer with diagnostic equipment. He did not share any information on what, if any, diagnostics was done on the car or the results other than to say the car displays no error codes and was completely safe. He asked where my wife was (home watching our granddaughter) and said he wanted her to test drive the car. I informed him that no one ever requested that she be there and that she is so scared by the car that I doubt she would ever want to ride in it or drive it again until a Root Cause Analysis is performed and defect

which caused the unexpected sudden acceleration corrected. He replied that he can't blame her for not wanting to be in the car, and stated that he wanted her to drive it so he could observe if she was a 2 foot driver. He claimed that Honda's explanation for the accident was that while parking my wife jammed her foot on the brake and held it while jamming her foot on the gas and then releasing the brake causing the car to lurch forward into the tree. I was a passenger in the car at the time of the accident and told him that the car did not abruptly stop or slow down at any point before hitting the tree. My wife and I have both been driving for over 45 years. Neither one of us is a 2 foot driver. We have each parked cars tens of thousands of times in that 45 year period. This has never happened to us before. The primary care physician found no evidence my wife suffered any medical event (heart attack, stroke, etc.) causing this accident. Since Mr. Ward stated that the car was completely safe, I asked him for a statement to that effect written on Honda corporate letterhead. He said he personally could not provide that but that he would request Christine provide it. I never received such a letter.

12/22/21 AM - I picked up the car from Butch's on 12/22/21 after Butch's had received final payment from my insurance company.

12/27/21 - Since Honda never provided any information on what caused the sudden, unexpected acceleration of the car, or what diagnostics, if any, they performed, my wife and I did not feel comfortable retaining and driving the car. We sold the car to a local GM dealer on 12/27/21.

I am disappointed that no one at Honda left me with the impression that they took the situation of the car accelerating on its own seriously. In the days since the accident I have searched the Internet to find out more information. I have discovered that SUA (Sudden Unintended Acceleration) has been observed on the vehicles of several manufacturers and that defects or failures of the Throttle Position Sensor and/or the Powertrain Control Module can cause this. I do not know if the 2020 Honda CRV is equipped with a black box and if so if it records sufficient data, but for the safety of the many CRV owners I hope the NHTSA opens a formal investigation to get to the root cause of the problem and requires Honda to correct it. Following the NHTSA/ODI investigation I hope Amica Mutual Insurance Company is reimbursed by Honda America for their cost of repairing the car and our medical bills and that I am reimbursed for my auto deductible and that our good driver discount is retroactively applied to our auto policy and premiums appropriately adjusted.

Please feel free to contact me if you require any additional information to address this serious matter.

Sincerely,

██████████
████████████████████
████████████████████
████████████████████

Cc: Amica Mutual Insurance Company