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From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11480974 -----
Date: Monday, January 23, 2023 8:01:19 AM

From: [REDACTED]
Sent: Sunday, January 22, 2023 10:03 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint -----11480974 -----

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Hi NHTSA:

Below are my edits to the documents.

The contact owns a 2019 Honda Passport. The contact stated the Auto START/STOP feature intermittently failed to operate as needed without warning. The contact stated that upon release of the brake pedal, the vehicle regularly stalled, causing the contact to manually restart the vehicle. One night, this Auto START/STOP failure led to the contact being stuck in rush hour traffic when the vehicle ultimately would not turn back on. When the contact had taken the vehicle to a dealer however, the mechanic was unable to duplicate the failure. The contact had the battery replaced; however, the failure persisted. The manufacturer had been informed of the failure. The vehicle was not repaired. This dangerous issue persists for many Honda Passport owners. Honda refuses acknowledge the issue despite many complaints. The contact has given up hope on getting the issue fixed after taking it to the dealer for multiple years, missing work to accommodate Honda's inadequate communication and repairs, and seeing no improvement or progress on the fix. For safety, the contact has to turn off the Auto START/STOP feature every time they get into the car. Honda needs to have accountability for this future recall.

Best,

[REDACTED]