

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11498229 -----
Date: Thursday, March 9, 2023 1:02:18 PM

From: [REDACTED]
Sent: Thursday, March 9, 2023 12:04 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: RE: Follow up to ODI Complaint -----11498229 -----

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I am not able to natively update the PDF file, so below are my updates, which someone needs to actually make to the document itself:

Yes, we are the original owner
Date Purchased: 2/17/2012
Dealer's Name: Buerkle Honda
Dealer's City, State, zip: Vadnais Heights, MN 55110

Incident Date(s): 12/17/2022, 1/27/2023

Vehicle Components: Brakes(partial failure), Speed(high RPM), Transmission
Failure Mileage: 149430(12/17/22), 150581(1/27/2023)
Failure Speed: Nearly stopped, in process of parking vehicle both times

First incident 12/17/2022:

Below are updated details for this case:

The contact owns a 2012 Honda Pilot. Below is detailed summary of what happened:

I was in the process of parking the car on a level street, a car was parked in front of me. My forward approach was at about a 45 degree angle, as I was going to eventually back up to straighten the car out(never happened due to high RPM incident). As I hit my brakes while in Drive on approach, I noticed that it felt like the car wanted to keep going and that I may rear-end the parked car in front of me. I applied the brakes very hard(felt like pedal was down further than usual) and fortunately the Pilot did stop before I hit the parked car in front of me. While the car was still in Drive, I didn't initially realize the RPMs increasing and surging back and forth (I'm guessing between 2K-3K, maybe less, didn't look at the tachometer while in Drive at this point in time). My wife and son confirmed they heard the RPMs surging back and forth when the car was still in Drive. My wife asked me what I

was doing and I said nothing, and I didn't understand what was happening. With the brake still firmly applied, I then put the car in Park and the tachometer immediately increased to a steady and maintained 5K RPMs. I thought the engine was going to blow up. After a few seconds, I shut the car off, dumbfounded and fearful of what just happened. During this entire process, no warning lights were ever illuminated. After about 10 minutes, I re-started the car and it ran fine for about 5 minutes. I shut it off again and it sat idle for hours. We then drove it home, about 35 miles, that evening with no issues, everything running fine.

Since the incident on 12/17/22, I brought the vehicle to the dealership the evening of 12/20. A total of about 50 miles had been driven since the incident and less than 5 vehicle re-starts. The mileage on the vehicle at the time of dealership drop off was 149,475. On 12/21, the dealership said they could not replicate the problem and wanted me to open up a case with Honda Consumer Affairs. Case [REDACTED] was "dispatched", but apparently not the same state as "opened" (apparently a case is not "opened" until dealership gives a diagnosis code to Honda Consumer Affairs, which it never did). I was told a regional Honda person from the Midwest area joined the techs at the dealership on 12/23 as a "second set of eyes". I don't know what exactly they did/checked/did not check (have not been given any details in writing), they just told me they couldn't replicate the problem and everything checked out fine. I was told I could pick up the vehicle and did so the evening of 12/23. I spoke to Honda Consumer Affairs on 1/11/23, and they told me case [REDACTED] was closed, as there was no diagnosis given to them by the dealership.

Second incident 1/27/2023:

This issue happened a second time, at 4:08 PM CT on Friday, 1/27. This time I was going in reverse, and it so luckily happened right in front of our garage at our second home, which we have surveillance video camera, which recorded the entire thing. The firmer brake condition and need to push the brake harder also occurred this time, just as it did with the 12/17/22 incident. We had driven the car about 4 hours prior to parking it for about 1 hour (to clear snow off the driveway) before this issue occurred. Thus, the engine was still cold (unlike warm engine in the 12/17/22 case). Due to narrow driveway and snow, I had put the car back and forth between drive and reverse about 4-5 times before doing this final reverse in order to get the car backed into the driveway. This issue only occurred on this final reverse.

There are also a total of 4 internal attached pictures, which I took from inside the vehicle while the vehicle was in a high RPM state. One of these pictures show the mileage (taken later that evening). The other three pictures are one of each showing the dashboard gauges. I took the pictures in the same order that I changed gears while the issue was occurring – (1) Reverse(**16:08:47**), (2) Neutral(**16:08:52**), and (3) Park(**16:09:01**). The Reverse shows RPM around 2200, while the Neutral and Park show around 5100. For all three gears, the RPM remained at a constant value that each picture shows. There is only a total of 14 seconds between these 3 pictures, exact times given above.

The video shows all the external taillights going through the gears, as well as all the smoke and

engine noise corresponding to the very high RPM. The car was in Reverse during most of the video because I was scrambling to get my phone out of my pocket to take the pictures. I only put and kept the vehicle in Neutral and Park for enough time to take the pictures, and then shut the car off.



From: EVOQ (NHTSA) <EVOQ@dot.gov>

Sent: Thursday, March 9, 2023 9:47 AM

To: [REDACTED]

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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](tel:(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