

[REDACTED]
Carlsbad, CA
[REDACTED]
[REDACTED]

American Honda Motor Co., Inc.
1919 Torrance Bl
Torrance, CA 90501-2746
Customer Service and Engineering Dept.
800.999.1009 6
To Whom It May Concern:

Call #

I am writing concerning a failure of the acceleration and braking systems on my 2021 Honda Pilot in an incident that occurred on [REDACTED] at approximately 8:30 PM. The following is an account of the dangerous and life threatening event:

1. I was coming to a stop in a parking place with my foot on the brake'
2. As the car slows to a stop it accelerates on its own and heads toward a building while my foot is still on the brake.
3. I swerve into bushes to avoid hitting the building but the acceleration continues while the brake is engaged but still not stopping the forward motion of the car.
4. I swerve again to avoid people standing outside the building, and hitting two concrete benches but the car continues forward while still no brake response.
5. Once again I swerve to avoid people and head down a flight of concrete steps as the speed seems to be picking up but still no brake response.
6. Finally, I end up in the street with the car stalling when it impacted the street.

The following is a post incident account of next steps taken:

1. I had AAA tow the car to Hoehn Service Dept in Carlsbad at 7 AM on October 5, 2024. It was apparently drivable but I was frightened to trust its performance .
2. A service rep said I had to take it to a Body Shop where they would also evaluate the mechanical issues. I asked to speak with the Service Supervisor. I was directed to go inside.
3. Supervisor Merrill Kelley responded by personally having the car checked out and took it on a one mile test drive. He reported he could not find anything wrong with the car.
4. Still afraid to drive this car, especially because they could not determine why it malfunctioned the night before, I asked Mr. Kelley for his opinion on an as is trade in. At that point I was introduced to Shawn Quinn in sales.
5. I ended up trading for a Honda CR 2024 model.

Now for my request to American Honda:

I just want to be sure the problem I had with my Pilot is brought to the attention of AmericanHonda in the hope someone in the Engineering Dept will be aware of the very dangerous nature of the incident I have described. Since the Service Dept found no problem with the car, I don't want this incident to go uninvestigated. I have found three other incidents on the internet that are exactly the same as I experienced. Everyone who witnessed this event are very concerned that it be further investigated by American Honda. For me, I just missed

hitting several people. Like me, they are terrified at what could have happened. I am responsible for all the property damage that resulted. As I write to you, I am waiting for a bill to restore the grounds and replace the benches.

I would appreciate a reply to this letter. I know something is very wrong mechanically and I want to be certain there is a proper consideration given to investigating this incident. Apparently such a malfunction is rare but none the less could have disastrous outcomes.

Sincerely,



April 30, 2025

Attention Office of Defects Investigations
RE: ODI # 11632504

I contacted the NHTSA consumer complaint number this morning concerning the complaint I filed on December 26, 2024. I was referred to contact your office to determine where you are in the investigation related to safety issues with acceleration and braking with my Honda Pilot.

I am including my original letter to American Honda Motor Company, Inc. which explains the incident referred to in the above ODI #.

Thank you for the attention you have already given this safety concern. I appreciate knowing what the disposition is when it has been reached.

Sincerely



R

SAN DIEGO CA 920

30 APR 2025 PM 3 L



Carlsbad, CA

US Dept. of Transportation
NHTSA
Office of Defects Investigations
NVS 210
1200 New Jersey Ave S.E.
West Building
Washington DC 20590

