



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 100147

Date Received

2003 JUL -3 AM 10:24
01-MAY-2003

Repository

Reference No.
10017939

OWNER INFORMATION (Type or Print)

Name

Address

City PHOENIX

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/23/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

FILL IN JHLRD1847VC031778

Make

HONDA

Model

CRV

Model Year

1997

Date Purchased

5/30/97

Dealer's Name and Telephone Number

SHOWCASE HONDA - 1400 E. CAMELBACK

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

PHX, AZ

State

AZ

Zip Code

85014

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-APR-2003

Failure Mileage

15,000

Failure Speed

NA

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: DOTM19ABC036)

Original Equipment
 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

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

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(s), parts repaired or replaced (and if old part is available).

WHILE DRIVING THE AIR BAG WARNING LIGHT ILLUMINATED AND STAYED ON. *NUM

SEE ATTACHED LETTER

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

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.

Re: VEHICLE SAFETY DEFECT
REF #: 10017939

To Whom it MAY CONCERN

ON 3/13/03 I TOOK MY VEHICLE IN FOR AN OIL CHANGE AND TO INQUIRE WHY THE SRS UNIT^{WENT} WAS ON, I WAS REFERRED TO THE DEALER (SHOWORS HONDA) AND WENT THERE ON 4/3/03 WITH A FRIEND WHO IS MORE KNOWLEDGEABLE REGARDING AUTOMOBILES. THEY INFORMED ME (1) REPLACEMENT OF THE PART WOULD COST NEARLY \$300 (2) THE FACT THAT THE CAR HAD ONLY 15,000 MILES HAD NO BEARING BECAUSE IT WAS A 1997 MODEL (3) MY ONLY RESOURCE WAS TO CONTACT HONDA. I SUBSEQUENTLY CONTACTED YOUR AGENCY AND THEN HONDA ON 4/20/03 AND WAS INFORMED I HAD TO RETURN TO THE DEALER FOR DIAGNOSIS (\$85) BEFORE THEY COULD CONSIDER POSSIBLE "GOOD WILL" ON THEIR PART. I DID SO ON 5/5/03 AND WAS DELIGHTED TO LEARN FROM THEM THAT THE PART DID NOT NEED TO BE REPLACED AND ONLY A MINOR ADJUSTMENT WAS NECESSARY.

ON 5/30 THE LIGHT CAME ON AND STAYED ON AGAIN. I RETURNED TO THE DEALERSHIP ON 6/2/03 AND WAS ADVISED I did need a new part. I declined several at that time but THE LIGHT WAS NOT ON. I QUESTIONED THE SERVICE ADVISOR WHO STATED THAT THE PART HAD BEEN RE-SET BUT COULD OR COULD NOT CAUSE THE LIGHT TO COME ON AGAIN. IT DID ON 6/15/.

I AM HIGHLY INDIGNANT THAT A HONDA AUTOMOBILE WITH SUCH LOW MILEAGE WOULD REQUIRE REPAIRS OF THIS MAGNITUDE RE THE COST AND THE FACT THAT IT IS AN OBVIOUS SAFETY FEATURE, (over)

THE GENTLEMAN WHO ASSISTED ME FROM
YOUR AGENCY WAS HELPFUL, KIND AND CONSIDERATE.
THE MAN AT THE HONOA, CUSTOMER COMPLAINT DIVISION
WAS BORED SILLY

Sincerely,

[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**