



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 120

Date Received
2003 SEP 12 AM 9:56
15-AUG-2003

Repository ☐
Reference No.
10034052

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **MILWAUKEE** State **WI** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address **[REDACTED]**
Evening Telephone Number **[REDACTED]**

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 **[REDACTED]** Date **1/1**

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield or driver's side: **JHLRD1840W6099678** Make **HONDA** Model **CRV** Model Year **1998**
Date Purchased **10/98** Dealer's Name and Telephone Number **[REDACTED]** Engine: No. Cylinders **[REDACTED]** Fuel Type: **[REDACTED]**
Original Owner ☒ Dealer's City **Green Bay** State **WI** Zip Code **[REDACTED]**
Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain **[REDACTED]** Vehicle Component Code **171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **15-AUG-2003** Failure Mileage **[REDACTED]** Failure Speed **[REDACTED]**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **[REDACTED]** Tire Model (Name or Number) **[REDACTED]** Tire Size (Example P215/65R15) **[REDACTED]**
DOT No. (Example: DOTM15ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: **[REDACTED]**
The Component Code **[REDACTED]** Tire 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]** Failed Part: **[REDACTED]**

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 **[REDACTED]** Number of Deaths **[REDACTED]** 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;
i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATES THAT BACK DOOR LATCH IS BROKEN. THIS HAS BEEN SLOWLY DETERIORATING FOR ABOUT TWO MONTHS. CONSUMER CONSULTED MECHANIC, AND WAS TOLD THAT THIS WOULD COST HIM APPROXIMATELY \$200.00 SINCE IT WAS NOT ON RECALL. HE THINKS THIS IS A MANUFACTURER'S DEFECT.*AK

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 Administration and its constituent agencies. You are under no obligation to respond to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.