



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 100181

Date Received

Repository ☐

NOV 10 5 04 52
10 OCT 2003

Reference No.
10042724

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE WORTH

State FL

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 11/1/03

VEHICLE INFORMATION

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

JHLRD68442C013019

Make

HONDA

Model

CR-V

Model Year

2002

Date Purchased

15-APR-02

Dealer's Name and Telephone Number

BRAMAN HONDA

Engine:

No: Cylinders 4

Fuel Type:

Original Owner

☒

Dealer's City

GREENACRES

State

FL

Zip Code

33461

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

400

Failure Speed

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: DOTM18ABC036)

☐ 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

Number of Deaths

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).

WHEN APPLYING PRESSURE TO THE BRAKE PEDAL A "CLANKING" NOISE IS HEARD. DEALER HAS TO REPLACE THE CLIPS THAT HOLD THE BRAKE PADS IN PLACE. *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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Since the time of 2 months, more or less, after purchasing a new 2002 Honda CRV, I heard & felt a loud clunk, while depressing brakes after a forward motion. Then again in reverse, then again in forward. Dealership advised me this was "normal characteristic" of brake system. Recently (1 1/2 yrs later) they tell me there is a "fix" for this problem. Utilizing clips to hold caliper pads in place. Before, they said it was normal for pads to move inside the calipers. "Clearance for expansion of pads" they said. If this is "NORMAL" than why is there a "fix" for both the front and rear brakes, for something new that is supposed to be "normal"?

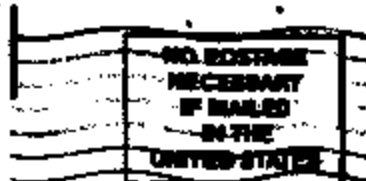
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U.S. Department
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National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NYS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Here, Honda states brake pad shift within caliper is "normal"

Brakes Click or Groan

(1) Customer's concern: "My brakes make a single "click" noise when I back out of a parking place and once again when I drive forward."

What's happening and why: A clearance between the brake caliper brackets and the ends of the brake pads allows for heat expansion and avoids corrosion between the caliper bracket and the brake pads. That clearance can cause the pads to hit the caliper brackets when you first apply the brakes in a new direction of travel. When you back up and apply the brakes and then drive forward and apply the brakes, the single "click" noise you hear is a *normal characteristic* of the brake system.

What could be done: To demonstrate that the noise can be made to disappear only temporarily, a technician could remove the pads from the caliper brackets and shim the ends of the brake pads with a cut-up business card until the pads can be snugly reinstalled in the brackets. As you drive the vehicle, at first you wouldn't be able to hear the single "click" noise. But as the pieces of business card get pulverized and fall out over time, the *normal characteristic* noise would eventually return.

(2) Customer's concern: "I hear a groaning noise when I start my car and then leave for work in the morning."

What's happening and why: On models with a compact and lock brake system (ABS) unit, your vehicle's ABS emits a brief grunt or groan when it does a self-check. The self-check occurs when a vehicle is backed up or driven forward after being started. The groaning noise associated with the ABS self-check is a *normal characteristic*; it doesn't mean there's a problem with the ABS.

What could be done: A technician could demonstrate the ABS self-check for you by connecting a handheld diagnostic tool to the vehicle's data link connector and running the function test. The function test cycles the ABS solenoid and runs the ABS pump. The noise from the function test may be louder than the grunt or groan that you hear from the ABS self-check, but the function test would let you hear the noise again. Also, the demonstration could help you and the technician to decide whether the groaning noise you hear is truly the ABS-related *normal characteristic* or a noise from another source.

I bring car in first time -
They ~~gitt~~ tell me its normal
80573 but car
temporarily "quiet"
the noise
50 It lasted for 2 weeks

In the interim, I inquired again & again -
each time, they dismissed the problem

80573 until now.

They claim there is a "fix"

for the shifting pads

within the calipers, which initially they
claim was normal.

**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).**