



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100218

Date Received

Repository ☐

2004 JUN 19 PM 8:26  
20-JUN-2004

Reference No.  
10000138

#### OWNER INFORMATION (Type or Print)

Name

Address

City

WINDSER

State

PA

Zip Code

Telephone Number

E-mail Address

Do you authorize the DOT to use the information you provide to the manufacturer of your vehicle?

☐ YES

☒ NO

In the absence of your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/8/04

#### VEHICLE INFORMATION

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

JHLRD788020

Make

HONDA

Model

CRV

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

DELANEY CHRYSLER/HONDA

Engine:

No. Cylinders 4

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

INDIANAPOLIS

State

PA

Zip Code

Transmission Type

AUTOMATIC

☐ Anti-lock Brakes

☐ Power-train

☐ Cruise Control

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 1

#### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-JUN-2004

Failure Mileage

35,000

Failure Speed

35 to 45

#### 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

1

Number of Deaths

0

Reported to Police

Y

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).

WHILE DRIVING 45 MPH VEHICLE COLLIDED WITH A GUARD RAIL. UPON IMPACT, BOTH FRONTAL AIR BAGS FAILED TO DEPLOY. DRIVER SUSTAINED MAJOR INJURIES, AND WAS TRANSPORTED BY AMBULANCE TO A HOSPITAL. VEHICLE WAS TOWED TO A BODY SHOP. \*AK

(EARTH BANK HIT ON)

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 granted 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)

Driver - MAN WHIPLASH, Chest, Sternum Contusions & numerous  
bruises rgt & left legs -  
PASSENGER - SUSTAINED BRUISES UPPER RIGHT ARM  
AND NUMEROUS BRUISES

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 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, NVS-216  
400 7th Street, SW  
Washington, DC 20590



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
Information: 800-424-9393

DOT Auto Safety Hotline  
(DASH) & DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

and dial toll free at

**DASH2DOT**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**