



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

2004 AUG 20  
12-JUL-2004

Repository

Reference #  
10081758

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: OVIEDO State: FL Zip Code: [REDACTED]

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?  
In the absence of an authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 7/26/04  YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SH5RD88454L [REDACTED]  
Make: HONDA Model: CR-V Model Year: 2004  
Date Purchased: 12-15-03 Dealer's Name and Telephone Number: 407-323-6100 Courtesy Honda 800-NEW-HONDA  
Original Owner:  Dealer's City: Sanford State: FL Zip Code: 32771 Engine: No. Cylinders: 4 Fuel Type: Reg. Unleaded  
Transmission Type: Auto  Antilock Brakes  Cruise Control Powertrain: [REDACTED]  
Vehicle Component Code: 071100 FUEL SYSTEM, GASOLINE-STORAGE:TANK ASSEMBLY  
Multiple Failure: 1

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

Incident Date(s): 12-15-03 / 3-4-04 Failure Mileage: 5158 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: DOTM1A9ABC038): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire 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 STATED THAT VEHICLE CAUGHT ON FIRE AFTER THE FIRST OIL CHANGE. AFTER OIL CHANGE CONSUMER PULLED OUT INTO THE DRIVEWAY AND VEHICLE STARTED TO SMOKE. THEN, HE PULLED TO THE SIDE OF THE ROAD, AND CUT THE VEHICLE OFF. BY THIS TIME IT WAS JUST A LOT OF SMOKE, BUT NO FIRE. HONDA DEALER REPAIRED THE VEHICLE. CONSUMER STATES THAT THIS HAPPENED ON 8/4/04, WHEN THE MILEAGE ON THE VEHICLE WAS AT 5158. \*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.

**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).**