



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 100222

Date Received
2004 AUG 20 PM 8
28 JUL 2004

Repository
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Reference No.
10083738

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MORAVIA State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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 8/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SHSRD76834L [REDACTED]
Make: HONDA Model: CR-V Model Year: 2004
Date Purchased: 5/27/04 Dealer's Name and Telephone Number: FOX HONDA 1-800-503-8770 Engine: No. Cylinders: 4 Fuel Type: Gas
Original Owner: Dealer's City: AUBURN State: NY Zip Code: 13021
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 082000 ENGINE AND ENGINE COOLING: COOLING SYSTEM
Multiple Failure: 1 YES MANY TIMES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-JUL-2004 Failure Mileage: 400 Failure Speed: ANY

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: DOTM19ABC036): [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).

VEHICLE WAS STALLING AND SKIPPING AT TIMES ON LONGER TRIPS AND AT WARMER TEMPERATURES. *AK

See ATTACHMENT PARTIAL DIARY OF PROBLEMS & Bill

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.

Problem began at about 400 miles
after my first fill up from a gas station
(Mobil) that claims no water problems.

5/27 Purchased car - full tank of gas

6/4 Filled tank first time after 15-20mi
ENGINE LIGHT came ON Then car stalled.

6/5 - 6/7 Some stalling & skipping

6/9 Filled tank

6/10 Trip to Virginia STALLING & SKIPPING

6/11 - 6/15 FIXED AT HONDA IN VA.

6/16 HEADED BACK TO N.Y. ENGINE LIGHT
& STALLING & SKIPPING

6/17 MORNING TO AUBURN TO ITHACA
3 STALLS 1 STRETCH OF SKIPPING (3)

6/18 TO GENEVA

Mileage

Time

2412

6:19

BEGAN TRIP

2431

6:54

60 MPH SLIGHT SKIP

July 30, 2004

Dear Sirs,

I am writing this letter because of the frustration I am experiencing with respect to my new Honda CRV 2004. I have had a number of near accidents because of the skipping and stalling that occur on trips usually longer than forty-five minutes.

Let me give a quick run down of what has occurred and I am enclosing a partial history of my problems.

I purchased the vehicle from Fox Honda in Auburn, New York with a full tank of gas on May 27, 2004. After numerous short trips back and forth to work we refilled the tank at about 350 miles for a longer trip to my sons house. After the fill-up about 30 miles into the trip, the car skipped, stalled, and the engine light came on. I thought it was because I hadn't closed the gas cap to three clicks. I tightened the gas cap and proceeded on my way with no problem.

We refilled the gas tank at the same station prior to our next trip, which was to Virginia. My wife left on the trip and after a couple of hours experienced numerous occasions of skipping and stalling. She took the vehicle to First Team Honda in Chesapeake, Virginia. They could find no computer codes to specify the problem. They then claimed water in the gas and charged \$560.00. (See enclosed bill). Other mechanics I have talked to said they never would have performed that work on a brand new car, but would have tried dry gas.

My wife left the Honda dealership and within one hour of driving experienced the same problems. She returned to the dealership and was told they could not identify the problem. She returned to New York experiencing skipping, and stalling problems all the way home. We went to our dealership here in New York and they have been unable to find the problem.

Right now I have a \$563.00 bill from Honda and 6,000 miles on the car. I still experience skipping and stalling and have had two near accidents. I totally dispute First Team Honda's assertion of water in the gas. Their work did not repair the problem and my Mobile gas station where I received my gas before the problems began has certified as to no water in their gas and no complaints of water in the gas. The problems occur on longer trips especially when the weather is hot.

I do not feel I want a car that is this undependable nor should I have to pay for an unreasonable bill for a problem that no one can solve.

Sincerely,

[REDACTED]
enclosures

cc: First Team Honda

cc: Kim Patterson of Fox Honda, Consumer Affairs New York Attorney Generals Office,
and Honda America International

**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).**