



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 1220

Date Received *2005 Jan 12*  
12 JAN-2005  
Repository   
Reference No. *10107242*

OWNER INFORMATION (Type or Print)

Name *[Redacted]*  
Address *[Redacted]*  
City NEWBURGH State IN Zip Code *[Redacted]*

Daytime Telephone Number *[Redacted]* 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 *1/12/05*

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: JHLRD1B56V *[Redacted]* Make: HONDA Model: CR-V Model Year: 1997  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: \_\_\_\_\_ Engine: No. Cylinders: 4 Fuel Type: \_\_\_\_\_  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type:  Antilock Brakes Powertrain: \_\_\_\_\_ Vehicle Component Code: 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH  
 Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-DEC-2004 Failure Mileage: 70000 Failure Speed: 70 MPH

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: DOTM18ABC03B): \_\_\_\_\_  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 Fatality:  Yes  No Number of Persons Injured: 0 Number of Deaths: 0 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).

"RECALL CAMPAIGN" CONCERNING IGNITION SWITCH/ELECTRICAL: CONSUMER STATED THAT THIS WAS REPLACED UNDER A SAFETY RECALL. HOWEVER, I COULD NOT FIND THAT RECALL NUMBER. THE PROBLEM EMERGED AGAIN. VEHICLE WILL COMPLETELY SHUT DOWN WHILE DRIVING. \*AK

*Honda Ignition Switch Recall dated 17 May 2002*

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)

The engine stopped in heavy interstate high speed traffic.

This caused an extreme risk for crash that was luckily avoided.  
The car then restarted.

In 2002 this switch was replaced during the Honda ignition switch recall. This is the "New Redesign" switch that failed.

I tried to share this information with Honda. They "did not care" because their obligation was fulfilled with the original replacement. I wonder if the dealer in Indianapolis even replaced the switch as they said they did. (see attached)

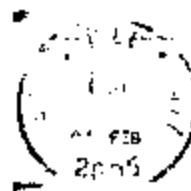
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

**TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR**

**DASH2DOT**

and dial toll free at

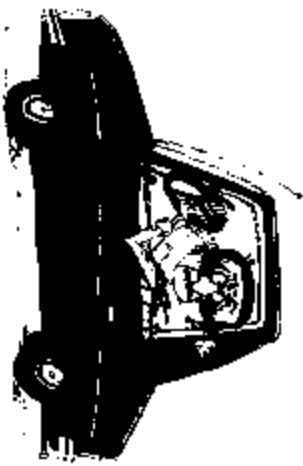
**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline (DASH) 2 DOT

U.S. Department of Transportation National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
www.nhtsa.dot.gov/hotline


[FIND ANSWERS](#)
[SITE MAP](#)
[LOG OUT](#)
[MY PROFILE](#)
[MY VEHICLE](#)
[ADD A VEHICLE](#)
[ADD ANPC ACCO](#)
[My CR-V](#)
[Service/Maintenance](#)
[Schedule Service Appointment](#)
[Recalls](#)
[Current Offers](#)
[Dealer Information](#)
[Customer Relations](#)
[Warranty/Contracts](#)
[Honda Generators](#)
[Honda.com](#)

## RECALLS

(This is an electronic version of the letter that has been mailed to you.)

[BACK TO RECALLS](#)

Summer 2002

### Important Safety Recall: Ignition Switch

*Dear Accord, Civic, CR-V, Odyssey or Prelude Owner:*

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

#### What is the reason for this notice?

Honda Motor Co., Ltd., has determined that a defect relating to motor vehicle safety exists in the ignition switch on certain 1997 thru 2000 Honda automobiles. Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, if your engine stalls while driving in traffic or at highway speeds, you're at risk of being involved in a crash. Difficulties starting the engine (for example, hard-to-start, stalls immediately after starting, etc.) may indicate that the ignition switch is failing.

#### What should you do?

Call any authorized Honda dealer, and make an appointment to have your vehicle repaired. The dealer will install an improved ignition switch, free of charge. Please plan to leave your vehicle at the dealership for half a day to allow the dealer flexibility in scheduling.

#### Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

#### What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a Honda vehicle involved in

this recall. If this is not the case, or the name/address information is incorrect, please fill and return the included, postage-paid *Information Change Card*. We will then update our records.

If you paid to have a defective ignition switch replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement for Eligibility Requirements and the Reimbursement Procedure*.

**If you have questions.**

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call Automobile Customer Service at (800) 999-1009.

We apologize for any inconvenience this may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division

[Honda.com](#) [Privacy Policy](#) [Legal Terms & Conditions](#)

[Automobiles.Honda.com](#)

©2005 American Honda Motor Co., Inc.