



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline 14

FOR AGENCY USE ONLY 100192

Date Received

Repository

01-MAR-2005

Reference No.  
10113190

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: ALBANY State: OR Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: SAME

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: 3.8.05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JHLRD788X4C [Redacted]  
Make: HONDA Model: CR-V Model Year: 2004  
Date Purchased: 09/24/04 Dealer's Name and Telephone Number: Bill Rodgers Honda - 1-800-946-0611 Engine: No. Cylinders: 4 Fuel Type: Gas  
Original Owner:  Dealer's City: ALBANY State: ORE Zip Code: 97322  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE Side AIR BAGS ALSO WHICH FAILED  
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 21-DEC-2004 Failure Mileage: 3998 2500 Failure Speed: 20 The side AIRBAG ON PASSENGER side Failed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R16): [Redacted]  
DOT No. (Example: DOTM1ABC038): [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: 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).

CONSUMER'S VEHICLE WAS INVOLVED IN AN ACCIDENT. CONSUMER WAS DRIVING AT APPROXIMATELY 20 MPH AND WAS T-BONED BY ANOTHER VEHICLE GOING AT 50 MPH. UPON IMPACT, AIRBAGS FAILED TO DEPLOY, PASSENGER SUSTAINED INJURIES, AND WAS TAKEN TO THE EMERGENCY ROOM FOR TREATMENT. \*AK was taken to his physician, whom treated him.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

Was Crossing over Spicer - to Continue on Kernell.  
A pick up going 50 miles at least (he said) hit me.  
The side Air Bag failed to deploy, causing  
a head concussion & whiplash to my grandson after  
he broke out the passenger window with his head.  
There is no protection to any of my passengers  
as I see it. I don't feel safe in this car.

There was a police report. Do not have a copy.

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

1-800-  
788-3933  
Hollie

MUTUAL OF INDEPENDENCE - LAKE OSWEGO  
P.O. BOX 1789  
LAKE OSWEGO, OR 97035  
800-473-5972 503-636-1695

04-20-551  
Linn

CD LOG NO 500

-0

ESTIMATE

12-29-04 7:57 AM

**CLAIM INFORMATION**

CLAIM # [REDACTED]  
COMPANY [REDACTED]  
INSURED [REDACTED]  
CLAIMANT [REDACTED]  
FILE HANDLER -HOLLYE

POLICY # [REDACTED]  
CLAIM REP KOEHN, HOLLYE  
LOSS DATE 12-21-04  
LOSS TYPE COLLISION  
FILE # 04-466

**INSPECTION**

TYPE FIELD  
PRIMARY POI RIGHT DOOR  
APPRAISER NAME DOC CHAMBERS  
ADDRESS  
ZIP

**SECOND POI**

INSP DATE 12-28-04  
CITY STATE Albany

OR

**OWNER**

ALBANY OR [REDACTED]

WORK#  
HOME#

**REPAIR**

MCCLINTON AUTO COLLISION INC.  
1395 TIMBER ST  
ALBANY OR 97321-  
  
SHOP PHONE (541) 967-9528

CAR IN  
CAR OUT  
REPAIR  
REG. ID  
FAX

DAYS  
TAX ID [REDACTED]

**VEHICLE**

2004 HONDA CR-V EX 4 DR WAGON  
4CYL GASOLINE 2.4

**OPTIONS**

TWO-STAGE - EXTERIOR SURFACES  
4-WHEEL DRIVE  
PRIVACY GLASS  
ANTI-LOCK BRAKE SYSTEM  
FRONT SIDE IMPACT AIRBAGS

TWO-STAGE - INTERIOR SURFACES  
REMOTE KEYLESS ENTRY SYSTEM  
MOONROOF  
AUTOMATIC TRANS

BODY COLOR SILVER  
CONDITION  
LICENSE # SPDEMP  
LICENSE STATE OR

MILEAGE 3,135  
VIN JHLRD788X4C [REDACTED]  
CODE H811  
VER INSP #

**REMARKS:**

SUPPLEMENTS WILL NOT BE PAID WITHOUT PRIOR APPROVAL AND REINSPECTION AS NEEDED  
THIS NOT AN AUTHORIZATION TO REPAIR. ANY AND ALL SUPPLEMENTS MUST BE REINSPECTED  
AND APPROVED PRIOR TO REPAIR. PRESENT THIS COPY TO THE REPAIRING SHOP PRIOR TO

START OF REPAIR.

OF CODES:

\* = USER-ENTERED VALUE  
EC = QUALITY REPL. PART  
EU = LIKE KIND & QUAL. PRT  
PM = PKN REMAN/REBUILT  
IT = PARTIAL REPAIR  
BR = BLEND REFINISH  
SB = SUBLET  
P = CHECK  
UP = UNRELATED PRIOR

E = REPLACE OEM  
UC = RECONDITIONED PRT  
EP = QUAL. REPL. PRT. RPT  
TE = PARTL REPL PRICE  
Y = REPAIR  
TT = TWO-TONE  
N = ADDITIONAL LABOR  
AA = APPEAR ALLOWANCE

MG = REPLACE MAGS  
UM = REMAN/REBUILT PRT  
PC = PKN RECONDITIONED  
RT = PARTL REPL LABOR  
L = REFINISH  
CG = CHIPGUARD  
RI = R&I ASSEMBLY  
RP = RELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR. PART NO.	PRICE	AJ%	DS	HOURS	R
I			UNIBODY-FRAME INCL SET REPAIR					4.0*3*	
N	0008		FRONT BUMPER COVER RA	ADDITIONAL LABOR				0.4*1	
RI	0042		HEADLAMP ASSY, HALOG	RT R&I ASSEMBLY				0.4 1	
BR	0104		FENDER, FRONT	RT BLEND REFINISH				1.8 4	
				0.8 Blend					
				0.6 Two-stage setup					
				0.4 Two-stage					
RI	0080		MLDG, WHEEL OPENING	RT R&I ASSEMBLY				1.0 1	
RI	0257		COVER, ANTENNA	RT R&I ASSEMBLY				0.2 1	
I	0164	07	PILLAR, HINGE	RT REPAIR				1.0*1	
L	0164		PILLAR, HINGE	RT REFINISH				1.2 4	
				1.0 Surface					
				0.2 Two-stage					
TE	0184	07	PANEL ASSY, BODY SID	RT PARTL REPL PRICE	645.88			1	
E	1657		SPEAKER, FRONT DOOR	RT 3912089A901	59.18			0.2 1	
N	0892		CARPET R & I	ADDITIONAL LABOR				1.0*1	
EP	0607	07	PNL, RCKR & PLR, CENT	RT PARTL REPL LABOR				8.6 1	
L	0607		PNL, RCKR & PLR, CENT	RT REFINISH				2.5 4	
				1.9 Surface					
				0.2 Edge					
				0.4 Two-stage					
I	0192	07	PANEL, ROCKER INNER	RT REPAIR				2.0*1	
L	0192		PANEL, ROCKER INNER	RT REFINISH				1.0 4	
				0.8 Surface					
				0.2 Two-stage					
E	0194	01	PLATE, FRONT SILL	RT 8420189AA012A	27.68			INC 1	
RI	0171		PNL, CENTER PLR TRIM	RT R&I ASSEMBLY				0.2 1	
RI	0441		PNL, CENTER PLR TRIM	RT R&I ASSEMBLY				INC 1	
E	0279		MLDG, ROCKER PANEL	RT 7180089A000	107.52			0.4 1	
E	0208		DOOR SHELL, FRONT	RT 6701089AA902E	552.76			5.0 1	
L	0208		DOOR SHELL, FRONT	RT REFINISH				3.6 4	
				2.0 Surface					
				1.0 Edge					
				0.6 Two-stage					
E	1170	01	CLIP, FRT DOOR TRIM	RT 915058T7003EA	2.84			INC 1	
	1317		CLIP, FRT DOOR TRIM	RT REPLACE OEM	INC			1	
E	0232	01	PNL, INNER DOOR TRIM	RT 8353389AA212A	275.20			INC 1	

E	0238	MLDG, FRONT DOOR BEL	RT	7241089A003	47.65	INC	1
E	0125	MLDG, FRONT DOOR SID	RT	7530289A003	63.18	0.3	1
E	0267	MLDG, FRONT DOOR LOW	RT	7531289A003	47.15	0.3	1
E	0418	TAPE, FRONT DOOR	RT	6732689A003	16.05	0.1	1
RI	0230	MIRROR, OUTER R/C	RT	R&I ASSEMBLY		INC	1
E	0216	GLASS, FRONT DOOR T	RT	733008CA000	148.88	INC	1
E	0244	GDE, FRONT DOOR GLA R/F	RT	7223089A003	15.38	INC	1
E	0256	GDE, FRONT DOOR GLA R/R	RT	7223189A003	16.92	INC	1
E	0218	REG, FRONT DOOR GLAS	RT	7221089AA02	242.83	INC	1
E	1267	ROD, FRONT DOOR LOCK	RT	7213189A003	4.72		1
E	0222	LOCK, FRONT DOOR	RT	7211289AA01	77.82	0.2	1
E	0290	PNL, REAR DOOR OUTER	RT	6761189A300ZZ	214.80	8.5	1
L	0290	PNL, REAR DOOR OUTER	RT	REFINISH		2.8	4
				1.8 Surface			
				0.5 Edge			
				0.5 Two-stage			
E	0157	MLDG, REAR DOOR SIDE	RT	7530389A003	37.92	0.3	1
RI	0334	MLDG, REAR DOOR LOWE	RT	R&I ASSEMBLY		0.3	1
E	0328	TAPE, REAR DOOR	RT	6782689A003	16.05	0.1	1
RI	0357	MLDG, ROOF SIDE	RT	R&I ASSEMBLY		0.2	1
RI	0364	MLDG, ROOF SIDE	RT	R&I ASSEMBLY		1.1	1
I	0390	PNL ASSEMBLY, QUARTE	RT	REPAIR		4.0*	1
L	0390	PNL ASSEMBLY, QUARTE	RT	REFINISH		2.4	4
				2.0 Surface			
				0.4 Two-stage			
RI	0420	MLDG, QTR WHL OPENIN	RT	R&I ASSEMBLY		0.3	1
RI	0396	QTR GLASS R & I	RT	R&I ASSEMBLY		1.3	1
EC	0424	SEALANT KIT, QTR GLA	RT	QUALITY REPL. PAR	20.00*	INC	1
I	0588	PAN, FLOOR		REPAIR		2.0*	1
L	0588 10	PAN, FLOOR		REFINISH		0.8*	4
				0.5* Surface			
				0.3 Two-stage			
RI	0546	LENS, TAILLAMP	RT	R&I ASSEMBLY		INC	1
N	0568	REAR BUMPER COVER	R&I	ADDITIONAL LABOR		0.3*	1
L	M14	CORROSION PROTECTION		REFINISH		0.3*	4
L	M15	COLOR TINT		REFINISH		0.5*	4
SB	M30	COLLISION REPAIR MATER		SUBLET	20.00*		1
I	M69	GLASS CLEAN UP		REPAIR		0.5*	1
SB		UNDERCOATING		SUBLET	5.00*	0.5*	1*
EC		CAR COVER		QUALITY REPL. PAR	5.00*	0.3*	1*
SB		EPA		SUBLET	3.00*		1*
SB		ALIGN. SUSP. -4WAY		SUBLET	69.95*		1*

59 ITEMS

## MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

07 STRUCTURAL PART AS IDENTIFIED BY I-CAR

10 INCLUDES ADP TIME TO CLEAR EMPLOYEES PANEL.

FINAL CALCULATIONS &amp; ENTRIES

2004 HONDA CR-V EX 4 DR WAGON  
CLAIM # [REDACTED]

LOG 500 -0

12-29-04 7:57 AM

PARTS					\$ 2,620.41
GROSS PARTS					\$ 25.00
OTHER PARTS					\$ 400.00 **
PAINT MATERIAL					
ADJUSTMENTS		DISCOUNT	MARKUP		\$ 3,045.41
PARTS & MATERIAL TOTAL					
LABOR	RATE	REPLACE HRS	REPAIR HRS		\$ 1,804.00
1-SHEET METAL	\$ 44.00	29.3	11.7		
2-MECH/ELEC	\$ 65.00				
3-FRAME	\$ 48.00		4.0		\$ 192.00
4-REFINISH	\$ 44.00	16.9			\$ 743.60
5-PAINT	\$ 24.00				
LABOR TOTAL					\$ 2,739.60
SUBLET REPAIRS					\$ 97.95
TOWING					
STORAGE					
GROSS TOTAL					\$ 5,882.96
LESS: DEDUCTIBLE					\$ 500.00-
NET TOTAL					\$ 5,382.96

PXN No  
ADP PENPRO W0410 ES LOG500 -0 12-29-04 08:23:26 REL 4.10 SW12/04 DT12/04  
(C) 1993 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

\*\* USER-ESTABLISHED THRESHOLD FOR PAINT MATERIAL HAS BEEN REACHED AND  
CALCULATED IN THIS ESTIMATE. ANY ADDITIONAL MATERIALS MAY REQUIRE  
FURTHER APPROVAL. \*\*

3.6 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.

IF THIS ESTIMATE IS BASED ON THE USE OF A VEHICLE PART NOT MADE BY THE  
ORIGINAL EQUIPMENT MANUFACTURER, USE OF THAT PART WILL BE IDENTIFIED ON THE  
ESTIMATE. THE USE OF A VEHICLE PART NOT MADE BY THE MANUFACTURER MAY  
INVALIDATE ANY REMAINING WARRANTIES OF THE ORIGINAL EQUIPMENT MANUFACTURER  
ON THAT PART. THE REPAIR SHOP WILL PROVIDE A COPY OF THE REPLACEMENT PART  
WARRANTY, IF APPLICABLE, FOR PARTS NOT MADE BY THE ORIGINAL MANUFACTURER FOR  
COMPARISON PURPOSES.



