



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 100148

Date Received

Repository ☐

2008 JUN -2 PM 12:32  
09-MAY-2008

Reference No.  
10227173

**OWNER INFORMATION (Type or Print)**

Name

Address

City NASHUA

State NH

Zip Code

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 a signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner [Signature] Date 5/19/08

**VEHICLE INFORMATION**

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

JHLRD78835C021562

Make  
HONDA

Model  
CR-V

Model Year  
2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No. Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code  
140000 AIR BAGS

Multiple Failure:

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

Incident Date(s)  
15-JAN-2008

Failure Mileage  
22000

Failure Speed  
0

**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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

TL\*THE CONTACT OWNS A 2005 HONDA CR-V. THE SRS LIGHT BEGAN FLASHING. THE CONTACT CALLED THE DEALER TWICE AND WAS INFORMED THAT IT WAS NOT A SERIOUS ISSUE AND SHOULD NOT WORRY. SHE DID NOT REALIZE AT THE TIME THAT THE VEHICLE WAS ~~UNDER~~ <sup>NOT</sup> WARRANTY. WHEN THE SRS LIGHT ILLUMINATED AGAIN AND REMAINED LIT, THE CONTACT CALLED THE DEALER A THIRD TIME AND WAS INFORMED THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY. NHTSA CAMPAIGN ID NUMBER 04V526000 (AIR BAGS:SIDE/WINDOW) WAS REFERENCED. THE CURRENT MILEAGE WAS 22,749 AND FAILURE MILEAGE WAS 22,000.

The dealership acknowledges speaking with them in January (under warranty) regarding SRS system on "at times" - Spoke with DAVE at Peters Honda in January under warranty and with Jeff on 5/8/08 (not warranty) paying to "Diagnose" vehicle at Dealership on 5/28/08.

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)**

Requesting Honda Manufacturer pay repair costs of SRS system, as is a SAFETY issue that should of been addressed in January '08, prior to end of warranty. Instead SRS complaint was not considered a safety problem by dealership and customer complaint was not taken seriously. This vehicle is only few months off warranty and miles under warranty as it stands now. Thank you!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

MANCHESTER NH 031

27 MAY 2008 PM 11 L

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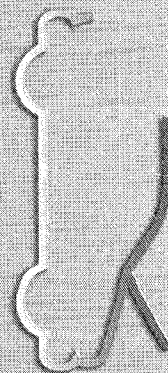
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

