



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 JUL 28 PM 2:58
1-888-DASH-2-DOT (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 03-JUL-2008
Repository
Reference No. 10233161

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City JACKSONSVILLE State AR 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 an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/28/08 **CHARLES MIND KING**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JHLRD788X4C
Make HONDA Model CR-V Model Year 2004
Date Purchased 24 FEB 2007 Dealer's Name and Telephone Number BALE HONDA Engine: No: Cylinders 4 Fuel Type: _____
Original Owner Dealer's City W. LITTLE ROCK State AR Zip Code 72211
Transmission Type 4 SPD AUTO
 Antilock Brakes Powertrain _____
 Cruise Control Vehicle Component Code 353600 EQUIPMENT:ELECTRICAL:AIR CONDITIONER
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-JUN-2008 Failure Mileage 51000 Failure Speed 0
AIR CONDITIONING COMPRESSOR
* SEE BELOW

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 Yes No Fire 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).

TL*THE CONTACT OWNS A 2004 HONDA CR-V. THE CONTACT HEARD A LOUD GRINDING NOISE COMING FROM THE AIR CONDITIONING SYSTEM. THE DEALER STATED THAT THE AIR COMPRESSOR CAUSED THE CLUTCH ASSEMBLY TO FAIL, WHICH CONTAMINATED THE ENTIRE AIR CONDITIONING SYSTEM. THE MANUFACTURER STATED THAT THEY WOULD ASSUME LIABILITY FOR 75% OF THE \$3,000 REPAIR COST. THE CONTACT IS IN THE PROCESS OF HAVING THE VEHICLE REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 51,000.
* CLUTCH ASSY FAILED WHICH CAUSED A/C COMPRESSOR TO COME APART. METAL SHAVINGS CONTAMINATED ENTIRE A/C SYSTEM CAUSING TOTAL REPLACEMENT. I FEEL THIS IS COMMON W/ CR-V'S AS EVIDENCE OF HONDA 75% LIABILITY OFFER.
* ITS A SAFETY ISSUE THAT NEEDS FIXING.

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 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)

**DESIGN DEFECT CAUSED
PREMATURE FAILURE OF A/C
COMPRESSOR. * SAFETY IS AT STAKE
DUE TO POTENTIAL OF METAL PARTICLES
EXITING ENG COMPARTMENT.**

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

CENTRAL AIR POST OFFICE

BULDOZER

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

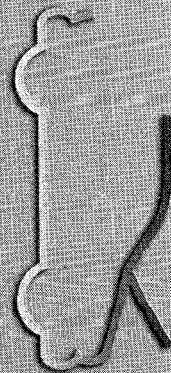
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

or call:

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



www.nhtsa.gov

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



June 27, 2008

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7D
Torrance, CA 90501

RE: Case Ref. # N012008-06-2500785

To whom it may concern:

I am a second generation Honda customer. Up until recently my wife & I have been very satisfied with our 2004 CR-V, VIN # JHLRD788X4C_____ The fact that Honda Motor Co. has a reputation for producing reliable vehicles was a contributing factor in our decision to purchase another Honda product in February of 2007.

As for my predicament, the other day my wife started the car and heard loud grinding noises from under the hood. A Good Samaritan passing by suggested she turn off the A/C. When the system was turned off, all noises stopped. Dealer analysis indicates a failed A/C compressor which contaminated the entire A/C system.

My problem is: (1) My A/C system was repaired under warranty just 10 months ago, (2) my car only has 51,000 miles on it & (3) through research discovered an alarming number of customers complaining of similar problems which indicates a potential design error.

I am requesting that Honda Motor Co. assume 100% of the cost to repair my air-conditioning system under either existing warranty coverage or through Honda's "goodwill warranty". This request is consistent with what has been offered by Honda to other customers with similar A/C problems in the past.

It is my sincere hope that this matter can be resolved in an amicable way as we do love our CR-V & want to remain part of the "Honda family".

Yours truly,

Honda Customer

*****1700

SALE
PATCH #: 000374

REF #: 000020
AUTH #: 040728

AMOUNT

\$718.20

APPROVED

501-835-8996

CUSTOMER COPY

SERVICE ADVISOR: 149 NICHOLAS TATE

VIN	LICENSE	MILEAGE IN / OUT	TAG
JHLRD788X4C		51730/51730	T609
PROMISED	PO NO.	RATE	PAYMENT
			INV. DATE

01APR04 DD	17:00	08JUL08	CASH	08JUL08
R.O. OPENED	READY	OPTIONS:	1) 4WD EX 2) AUTO	
		STK:H4-687 DLR	3) BK 4) H4-687	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REPLACE ALL COMPONENTS IN AC SYSTEM (HONDA 75% CUSTOMER 25%)						

CAUSE: F

700 HEATING & AIR CONDITIONER

114	WP3	10.00	(N/C)
1	689069	COMPRESSOR	(N/C)
1	689070	CLUTCH SET	(N/C)
1	680157	COIL SET, SOLENOID	(N/C)
1	799955	CONDENSER	(N/C)
1	785213	HOSE, SUCTION	(N/C)
1	690245	HOSE, DISCHARGE	(N/C)
1	690246	PIPE, A/C	(N/C)
1	690248	PIPE A, RECEIVER	(N/C)
1	690250	PIPE B, RECEIVER	(N/C)
1	646017	EVAPORATOR	(N/C)
1	723818	VALVE, EXPANSION	(N/C)
2	999985	R134A FREON	(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

51730 614100BCD/3.0/03214 622001/0.5/03214 620020AB/1.0/03214
614199/5.5 10.00 REPLACED ALL A/C COMPONENTS

CUSTOMER PAY DEDUCTIBLE FOR LINE A

665.00

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SIGN X

DISCLAIMER OF WARRANTY
Any Warranties on these parts are the Manufacturer's. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	665.00
TOTAL CHARGES	665.00
LESS INSURANCE	0.00
SALES TAX	53.20
PLEASE PAY THIS AMOUNT	718.20

RUSSELL HONDA

WILDWOOD EXIT - JACKSONVILLE FREEWAY (501) 835-8996
P.O. BOX 6200 * SHERWOOD, AR 72116

INVOICE

ARKANSAS WATS LINE: 1(800) 632-3605

DISCLAIMER OF WARRANTY - All Warranties on these parts are the Manufacturer's. The seller, Russell Honda, hereby expressly disclaims all warranties, either expressed or implied. Including any implied warranty of merchantability or fitness for a particular purpose and Russell Honda neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This Disclaimer by the seller, Russell Honda in no way affects the terms of the Manufacturer's Warranty.

POSITIVELY NO GOODS ACCEPTED FOR CREDIT UNLESS ACCOMPANIED BY THIS INVOICE AND IN ORIGINAL UNDAMAGED PACKAGE. NO RETURNS ON SPECIAL ORDERED ITEMS. NO RETURNS ON ELECTRICAL PARTS OR PARTS THAT SHOW EVIDENCE OF INSTALLATION. 15% RESTOCKING CHARGE WILL BE MADE AGAINST ALL RETURNS. NO RETURNS AFTER 30 DAYS.

DATE ENTERED 25 JUN 08	YOUR ORDER NO.	DATE SHIPPED 25 JUN 08	INVOICE DATE	INVOICE NUMBER 24754	09:29
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QUOTE

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ACCOUNT NO. 20

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PAGE 1 OF 1

CASH RETAIL

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT		
		12			SHERWOOD AR		
QTY	SHIP	EQ.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1			1H00421 689069	COMPRES 38810-PNB-006	512.12	512.12	512.12
1			1H00425 689070	CLUTCH 38900-PNB-006	215.03	236.53	236.53
1			1H00425 680157	COIL S 38924-PND-006	83.05	91.36	91.36
1			1H00726 799955	CONDEN 80110-S9A-013	370.35	370.35	370.35
1			1H00428 785213	HOSE, 80311-S9A-013	165.28	181.81	181.81
1			1H00428 690245	HOSE, 80315-S9A-003	177.77	195.55	195.55
1			1H00428 690246	PIPE, 80325-S9A-A01	99.77	109.75	109.75
1			1H00428 690248	PIPE A 80341-S9A-A01	76.50	84.15	84.15
1			1H00428 690250	PIPE B 80342-S9A-003	41.62	45.78	45.78
1			1H00424 64601	EVAPOR 80215-S9D-G01	270.15	270.15	270.15
1			1H00425 72381	VALVE 80721-S9E-T01	99.55	99.61	99.61
2			2H000NS 999983	WASHER 80721-S9E-T01	20.00	20.00	40.00
*** INVOICE QUOTE - DO NOT PAY ***							
Labor 10 hrs.							826.00
							3057.16
							2292.87
							764.29
							107.84
							2,237.16
							0.00
							179.00
CUSTOMER'S SIGNATURE X							TOTAL \$2,416.16

Thank You