

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

30-APR-2010

Repository ☐

Reference No.

10328244

OWNER INFORMATION (Type or Print)Name Address

City SANTA YNEZ

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JHLRD78862C

Make

HONDA

Model

CRV

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

05-APR-2005

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

44697

Failure Speed

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: DOTM9ABC036)

☐ 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

Number of Deaths

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 2002 HONDA CR-V. THE CONTACT STATED THAT THE SRS SERVICE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER SEVEN TIMES. EACH TIME, THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE CONTACT WAS INFORMED THAT THE WHEN THE SRS LIGHT WAS ILLUMINATED, THE AIR BAGS WOULD NOT DEPLOY IN THE EVENT OF A CRASH. THE FAILURE MILEAGE WAS 44,697. THE CURRENT MILEAGE WAS 134,126.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Honda CRV SRS Light

Honda 2002 CRV – VIN: JHLRD78862C [REDACTED]

DATE	MILEAGE	PROBLEM	REPAIR	MISC
April 5 th 2004	26816	Ck Engine light on, Reminder Chine InOp	Tighten Gas Cap. Replace Courtesy Light Switch	N/C
April 13 th 2004	26835	Dome light InOp	Replace Dome Light	N/C
July 27 th 2004	33261	Going over speed bumps Indicator light flashes, read hatch door open	Adjusted Tailgate per Bulletin 04-001	N/C
April 5 th 2005	44697	SRS Light ON	Replaced Pass Seat Belt Bkle. Code: 22-1 04813-S9A-A02ZA 7758477 – PRETN Bkle Set	N/C N/C
August 18 th 2006	71018	SRS Light ON	Replaced Pass Seat Belt Bkle.23 WH93 04813-S9A-A02ZA 7758477 – PRETN Bkle Set	N/C N/C
October 16 th 2006	73661	SRS Light ON	Replaced Driver Seat Belt Tensioner. 23 WH93 04816-S9A 8186561 – PRETN Bkle Set	N/C N/C
July 22 nd 2008	103835	SRS Light ON Note: Loose wires, Honda was last one to touch wiring area.	Code: 21-1 Open or Increase Resist. Left Front (Driver side) Bkle Tensioner. Found Loose Wires and connectors. Possible disconnected at one time	\$94.00(C) Honda had No record of previous service that they just replaced Left Front Tensioner. Needed to provide receipts of work to have Payment reversed.
March 30 th 2009	115667	SRS Light ON <i>Front Seat Belt will not Latch(per Dealer) made Warranty Repair</i>	DTC -21-1 Left (Driver side) Bkle Tensioner REC Left Side Bkle	\$47.00 \$300 to \$400 Repair (per Dealer) made Warranty Repair
December 21 st 2009	127316	SRS Light ON	DTC 21-1 Driver Seat Belt Bkle Tensioner	(CHG???) (Labor-153.00, Parts-63.16, Tax 5.53)
April 28 th 2010	134126	SRS Light ON	DTC 21-1 Driver's Side Bkle And/Or Tensioner Dealer Recomeend to RPL Body Floor Harness. Dealer not sure if repair will work.	At Dealer cost of \$737 and not Customer Cost of over \$1000, request not to made repair, but to reset light only. Left with light off.

After 2004 Repairs for warning lights, InOp Chine, Dome Light and rear hatch, SRS Light comes ON..... 5 times on the Driver side and 2 times on the Passenger side. After last warning light, decided to contact Honda main office to file complaint.
Honda: 1-800-999-1009

April 19, 2010. Called Honda, spoke with Bridget. Bridget created case - No. N012010-04-1900990. Case Manager will call back from Honda within 3 days.
Honda of Lompoc: 805-736-4595

April 20, 2010. Ray, Case MGR, EXT-117758. Did not understand complaint or frustration of problem. Referred me back to dealer to fix same problem. Case MGR did not understand repeating same repair for the **seventh time**, is not fixing the problem.

April 20, 2010. I called Honda of Lompoc. Spoke with Dave from Service department. Dave was professional and understanding. Said he would speak with Manager and call me back the next day with direction to repair problem.

April 22, 2010. Called Honda of Lompoc because never received call back after the next day. Was given Dave's voice mail because he was off work the 21st & 22nd, Left Message.

April 26, 2010. I have not heard back from Honda of Lompoc. I called to speak to Dave, Dave was not in and the Manager was out to lunch. Left Message for Manager to call me. Manager (Phillip), called me back, talked about wires and possible problems with SRS light. Phillip suggested the need to bring car in and see what code it is again. We talked about the on going problem and issues of finding the same thing and not being fixed. I requested Honda of Lompoc to pick up the Honda CRV at our house. Phillip agreed.

April 28, 2010. Manager Phillip & service tech came to pick up CRV around 10am.

April 29, 2010. Called Honda of Lompoc after 12pm, left message to find status of CRV. Called Honda back again at 2:53pm & spoke with service department. They said Manager will call back in ½ hour. Manger Phillip called back at 3:49pm. Phillip told me they found same code for Driver's side seatbelt/tensioner.

He called Honda Tech line about same issues. He found out this has happened with other CRVs and the same repairs did not work. It was suggested to try something different. Suggestion from Honda Tech line was to replace body floor harness, cost over \$1000.00. Phillip said he could do repair at dealer's cost of \$737 and was not sure repair would work. I declined service and requested to reset light and I will bring in the CRV again when SRS light comes on again to see what code comes up. Phillip suggested selling the CRV. I picked up CRV that afternoon.

April 30, 2010. I called NHTSA (National Highway Traffic Safety Administration) 1-888-327-4236. Made complaint. ODI# 10328244

July 1, 2010. Mileage: 137603, SRS light has not come on since light was reset on April 28, 2010. With no repair, Alarm was reset only, light has not come back on to date. I am anticipating light to come on in near future.

Note: The Passenger Restraint Warranty covers Seat belts and airbags for 5 years/50,000 miles. First time Problem with SRS (seat belt/airbags) was at 3 years, 44697 miles.