

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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 13-MAR-2012 APR 09 2012		Repository ☐
				Reference No. 10451536		
OWNER INFORMATION (Type or Print)						
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]			Evening Telephone Number [REDACTED]			
City	State	Zip Code				
SIERRA MADRE	CA	[REDACTED]				
<i>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).</i>						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JHLRD78852 [REDACTED]			Make	Model	Model Year	
			HONDA	CR-V	2002	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:	
	HONDA OF PASADENA 1965 E. Foothill Blvd.			No: Cylinders	gas	
Original Owner	Dealer's City	State	Zip Code			
☒	PASADENA	CA	91107			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
Automatic	☒ Cruise Control				12-MAR-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 120000 EXTERIOR LIGHTING					Failure Mileage	Failure Speed
					158000	
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: DOTM49ABC036)		☐ 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						
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>						
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 2002 HONDA CRV. THE CONTACT STATED THAT AFTER ENTERING A RESIDENTIAL GARAGE, THE LOW BEAMS HEADLIGHTS FAILED. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO DIAGNOSED THAT THE SWITCH WAS DEFECTIVE AND THE CONNECTORS WERE FOUND TO BE CORRODED. AS A RESULT, BOTH COMPONENTS WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 158,000.						
The Attached invoice was sent via email to MR. John Abbott with a few photos. The letter to American HONDA was not sent to him though and its attached for your review.						
Thanks! [REDACTED]						
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)

All details listed in this memo are exactly what happened to the vehicle.
If anything else is required please do not hesitate to ask.

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



**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 Avenue SE.
Washington, D.C. 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**



Vehicle Owners: Call 800-424-9393
U.S. Department of Transportation
National Highway Traffic Safety Administration

Fax: (626) 568-0718

Printed Time: 4:52 pm

BAR # 166539

Web Address: www.genesis-automotive.com

Mat/Ref:

HONDA & ACURA SPECIALIST

Time Promised:

2002 HONDA CR-V EX L4 2.4L 2354cc FI GAS N K24A1

VIN: JHLRD78852C

License:

Mileage In: 158,953

Date Written: 03/12/2012

Unit #:

Mileage Out: 158,953

Written By: Norton Hpaupam

DOM:

Save Old Parts: No

Pasadena, CA Terra mode, CA.

Home:

Alt:

Cell:

Job Name	Description	Technician	Qty	List	Extended
Job #1	ck no low beam lights (bad head light switch...	Kyaw min Tan			
Labor Rate 1	Work Requested - ck no low beam lights (bad head light switch)		1.28	75.00	96.00
Work Performed - replace head light switch & repair corrosion @ wire harness					
Part	head light switch		1.00	54.00	54.00

STORAGE FEE:

VEHICLE LEFT AT SHOP LONGER THAN 3 DAYS AFTER YOU HAVE BEEN NOTIFIED THAT CARS SERVICE HAS BEEN COMPLETED, WILL BE SUBJECT TO A STORAGE FEE CHARGE OF \$25.00 PER DAY.

WARRANTY: From date of delivery for a period of 4,000 miles or 90 days, whichever comes first. This firm will repair free of charge any defects in material and workmanship to the repairs stated on this invoice. All work to be done in our shop only. This does not include towing charges.

There is NO warranty on parts and labor for parts provided by the customer.

Payment Date	Type	Method	Amount
3/12/2012	Credit	Visa	154.73
Payment Totals:			\$154.73

Parts: \$54.00

Labor: \$96.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: \$0.00

Supplies: \$0.00

Tax Total: \$4.73

Invoice Total: \$154.73

Less Paid: 154.73

Balance Due: \$0.00

THANK YOU

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By

Date

03/12/2012

Time

GENESIS AUTO
1920 E WALNUT ST #3
PASADENA, CA 91107

03/12/2012
Merchant ID:
Terminal ID:
226343018991

16:53:57
000000001137721
01664015

CREDIT CARD
VISA SALE

CARD #
INVOICE
Batch #:
ORDER
Approval Code:
Entry Method:
Mode:

XXXXXXXXXXXX
0007
000848
0257
065379
Swiped
Online

SALE AMOUNT

\$154.73

CUSTOMER COPY

Monday, March 12, 2012

Dear American Honda Motor Co., Inc.

Regarding: 2002 Honda CR-V

VIN: JHLRD78852C [REDACTED]

I write in today regarding a well know issue with one of your fine automobiles, the CR-V.

My 2002 EX CR-V all of a sudden lost function to both driver and passenger low beams this weekend although the high beams continued to function properly. All the other lights and gadgets continued to work. I did a lot of internet surfing come to find out that there're quite a few Honda owners experiencing this same issue. I dropped the car off at the mechanic this a.m. and just received a call that the problem is due to corrosion and a faulty switch/relay and will need a part replaced. I did some more looking up on this issue and came across the following from fixya.com

(http://www.fixya.com/cars/t748580-headlight_2003_honda_cr_v) "If you have an '02 CR-V and your low beams aren't working, pull the covers off of the steering column and check the headlamp switch connector and its wiring harness. The CR-V of that model year used the same headlamp switch as '01-02 Civics, which was recalled by Honda in the Civic models but not in CR-Vs. A problem with the switch causes the red/white wire and its terminal to overheat and burn or melt the harness connector and the socket/pins on the switch. This causes the low beams to stop working, while the high beams continue to function.

If you find that this is your problem, Honda's service bulletin (#04-015) advises to replace the headlamp switch and the connector and to splice a new terminal onto the red/white wire. They have a parts kit (part no. 35012-S5A-307) that includes the switch, connector, and wire. This kit is actually cheaper than buying the headlamp switch alone.

While the CR-V wasn't part of the recall, I've found the problem is exactly the same as with the Civic model and the parts kit works just the same. The only difference is that you have to pay for it, instead of having it repaired for free... "

I phoned our local dealership and the kit they keep in stock for \$40. Not sure if it will fit the '03 or not, but going to give it a try.

By the time I found this article the car had already been repaired by my Honda mechanic. I now write in to see if there is anyway possible of getting reimbursed for these services for a well known problem with the CR-V. I made a call into American Honda and spoke with a female representative this morning who told me there is no present recall for this issue, but then found another article on Edmunds Inside Line

given us no major problems other than this minor technical issue/problem. I've included the original receipt for repairs serviced today Monday March 12, 2012. If American Honda would consider reimbursing me for these repairs, I would greatly appreciate it. I understand the term "regular wear and tear", but this is totally beyond regular wear and tear....it's a manufacturers issue and not neglect on the consumer part. The car is registered to my father [REDACTED] but you may contact me [REDACTED] (his son) at the below information as I was the one who took care of the repairs/costs for my father's car:

[REDACTED]

[REDACTED] Sierra Madre, Ca. [REDACTED]

[REDACTED]

Thank you for your time and consideration into this matter,

[REDACTED]