

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



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

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
OCT - 1 2012
11-APR-2012

Repository
Reference No.
10454800

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City PFLUGERVILLE State TX Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

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
5J6RM3H50C [Redacted]
Make HONDA Model CR-V Model Year 2012
Date Purchased 3/31-12 Dealer's Name and Telephone Number Round Rock Honda 512-244-9000
Original Owner Dealer's City Round Rock State TX Zip Code 78664
Engine: No: Cylinders Fuel Type: reg
Transmission Type auto Antilock Brakes Cruise Control Powertrain
Multiple Failure: rear window blew out & crumbled Incident Date(s) 03-APR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY Failure Mileage 115 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 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 21012 HONDA CRV. THE CONTACT STATED THAT HE REAR LIFT GATE WINDOW WAS STRUCK BY A ROCK AND CAUSED THE WIPER BLADE TO SEPARATE FROM THE WINDOW AS THE GLASS EXPLODED AND SHATTERED INTO SEVERAL PIECES. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND THE CURRENT MILEAGE WAS 115.

Enclosures:
① Pictures
② glass shards
③ letter

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.

[REDACTED]
Pflugerville, TX [REDACTED]
September 22, 2012

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

RE: Reference #10454800

Dear Mr. Randy Reid,

This incident with my 2012 Honda CRV took place on Tuesday, April 3, 2012 only 3 days after I purchased the car. The car was parked in an outdoor parking space in the middle of an open concrete parking lot at my workplace. Immediately next to the parking lot is a metro train track. Approximately 150 feet away a man was mowing. A rock from the mower hit the plastic piece on the rear door of my car at the edge of the rear window. The rear window blew out about 6 feet behind the car from where the rear wiper is located. The rock was not in the car and not found in the area so it did not go through the window. I still have the plastic Honda piece if you should want to see it. I am enclosing shards of the glass swept up from the ground and pictures.

When I approached the car, I saw the glass shards behind the car on the ground. The rear window was shattered in tiny small pieces that caused bleeding when touched. When I closed the driver door, more glass crumbled in the car as it fell apart. With the assistance of coworkers, the damaged area was covered with plastic sheeting and duct tape. None of us who witnessed this had ever seen "safety glass" act like this. I took the vehicle to the dealer where I purchased the car—Round Rock Honda.

Donnie Prado, Service Advisor at Round Rock, called me and asked me to leave the car there a couple more days so a Honda rep could look at the car. This person never got in touch with me but was identified by the Round Rock Service Manager as Mr. Jerry Meade from the American Honda office in Irving, TX. Mr. Prado called me on Friday, April 6th, and told me that neither Honda nor the car dealer was going to assist in any way with the repair because everything was fine. I finally got my car back on April 13th, because they couldn't get the parts they needed.

My first concern is that the plastic strip on the rear door with the Honda symbol vibrates and can cause the rear window to shatter.

My greatest concern is the quality and reaction of this type of "safety glass". This vehicle has huge windows especially in the front. My model even has the glass moon roof. I'm 62 years old and have had a past experience with 2002 Toyota Highlander in which a rock from a state highway mower hit my front windshield as I was driving 60MPH down the highway on a vacation. The window had an impact point and developed a crack. I could still safely drive that car. I am extremely concerned that if that same scenario happened with this quality of glass I could be seriously injured with the glass crumbling in on me or blowing in on me. I don't want that whole window to come at me. In this incident my car was unsafe to drive because the "safety glass" continued to come apart as I drove to the dealer. Had we not completely covered the area with plastic, glass pieces would have blown out on cars behind me or on the highway. Are the front windshield wipers going to swing back and come into the car like the rear one did? The "safety glass" is so thin. One of the employees at Round Rock Honda told me that all the carmakers use windshields made by about 3 manufacturers. That doesn't make me feel that I would be any safer in other brands of new cars if they are using the same glass. When did the glass change? How long has it been this thin? Am I safe in my car with all this quality of glass around me?

Sir, I waited about 6 months to write this letter because I was trying not to just be responding emotionally to a new car being damaged on the 3rd day I owned it.

The desire for resolution that I have would be to have all the safety glass on my vehicle replaced with safety glass that behaves and protects like I have seen glass do in the past. The glass performance in this incident is frightening.

Thank you for your consideration of my concerns,

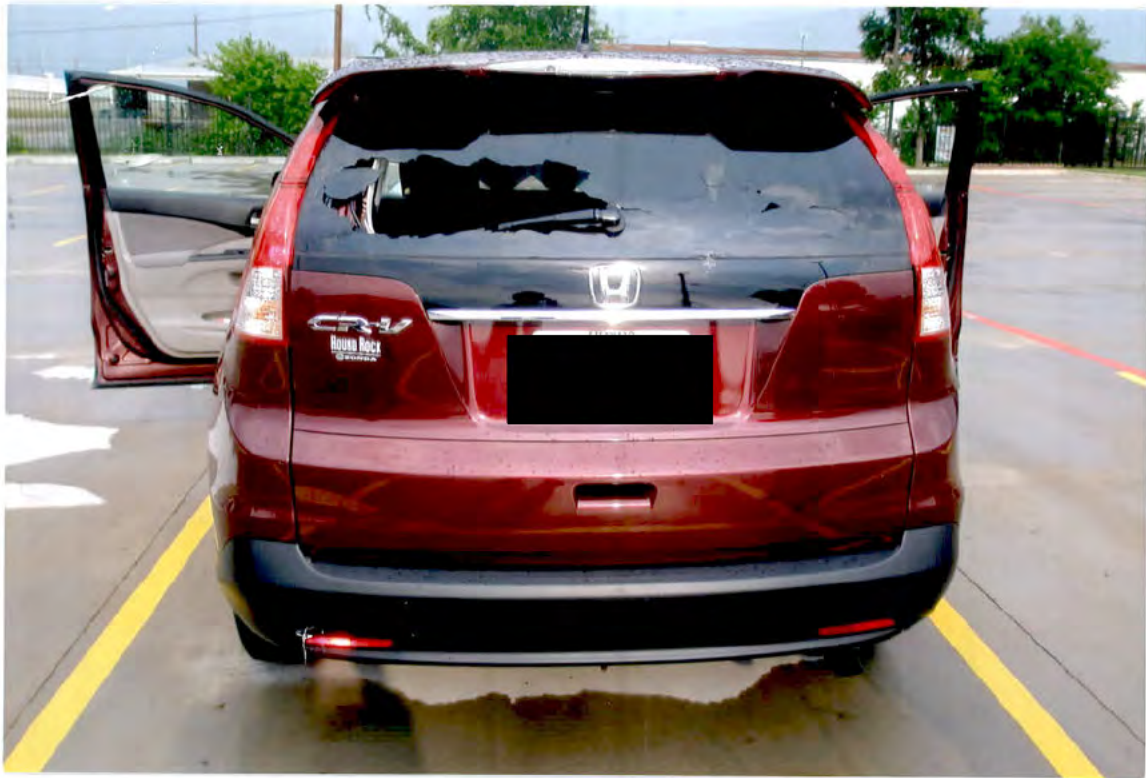
[REDACTED]

[REDACTED]

Copies sent to:

1. Mr. Jerry Meade
American Honda
4529 Royal Lane
Irving, TX 75063

2. Curtis Salter, General Manager
Round Rock Honda
2301 North I-35
Round Rock, TX 78664





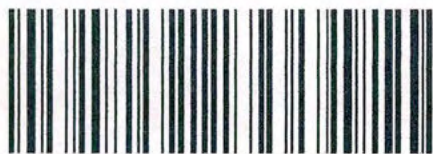
RE: 10454800 - Pictures
[REDACTED] Car damage
glass pieces

Pflugerville TX

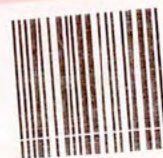
7012 0470 0000 6878 7522

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



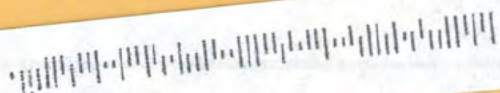
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U.S. POSTAGE
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U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210
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Washington, D.C. 20077-4382
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