



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

AUG 24 2012
24-JUL-2012

Repository

Reference No.
10467193

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MANCHESTER State: NH Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: 2HKRM4H39CH [REDACTED]
Make: HONDA Model: CR-V Model Year: 2012
Date Purchased: 4.17.2012 Dealer's Name and Telephone Number: AutoFair Honda 603-668-5700 Engine: 4 No: Cylinders
Original Owner: [X] Dealer's City: Manchester State: NH Zip Code: 03103
Transmission Type: automatic Antilock Brakes: [X] Cruise Control: [X] Powertrain: Multiple Failure: Incident Date(s): 23-JUL-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 1600 Failure Speed: 15

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 [X] No Fire: [] Yes [X] 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 2012 HONDA CR-V. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, THE STEERING WHEEL BECAME STIFF AND COULD NOT BE TURNED LEFT OR RIGHT. THERE WERE NO WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS NOT TAKEN TO A DEALER OR REPAIR SHOP FOR INSPECTION OR REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE ~~4,600~~ 1795

Vehicle was driven by me (owner) with flashing emergency lights on, 15 m/hr to the dealer on 7.24.12 and has been fixed as of 7.26.12. I have also reported this incident to Honda Cust. Serv.

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)

I was driving about 10/15 m/hr going into my home garage when the steering wheel locked. I came to a complete stop sign, looked for traffic and went to turn right into my garage - instead I ended up in the opposite lane with another car coming towards me as I could not turn my wheel into the right lane.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

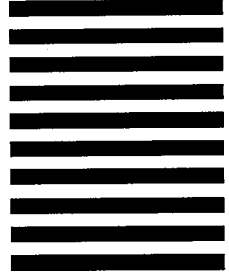
National Highway Traffic Safety Administration

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

NHTSA
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

CUSTOMER #: 6266608

936681



AUTOFAIR HONDA

200 KELLER STREET
MANCHESTER, NH 03103
(603) 668-5700
www.autofair.com

INVOICE

PAGE 1

SERVICE ADVISOR: 322 DAN WOOD

MANCHESTER, NH

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GN	12	HONDA CRV	2HKRM4H39CH	[REDACTED]	1795/1801	T1540	
DEL DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17APR12 DD			WAIT 24JUL12		0.00	CASH	26JUL12
R.O. OPENED	READY	OPTIONS: STK:B522122 DLR:208028					
10:56 24JUL12	12:02 26JUL12	ENG:2.4L I-4 16-VALVE DOHC I-VTEC TRN:AUTOMATIC_5 1)HN 4224 2)CARFREE PROTECTION 7/70,000 (More...)					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER LOST POWER STEERING WHILE DRIVING LAST NIGHT. THE WHEEL IS VERY DIFFICULT TO TURN IN EITHER DIRECTION. CHECK AND ADVISE.
CAUSE: EPS MOTOR

NOTES STRAIGHT TIME DIAGNOSIS ON EPS -- SEE TECH
LINE NOTES (ATTACHED)

- 1218 WH (N/C)
- 511102 ELECTRIC STEERING GEARBOX MOTOR REPLACE. (N/C)
- 1218 WH (N/C)
- 1 53602-T0A-A01 MOTOR (N/C)
- 1 FRT CHARGE (N/C)
- 511102B FOR 4WD ADD. (N/C)
- 1218 WH (N/C)

CC: 012-01
FC: 03217
PART#: 53602-T0A-A01
COUNT: 1
CLAIM TYPE: WH
AUTH CODE:



1795 ELECTRIC STEERING 3.4HRS DIAGNOSTIC 511102 (.9) B (.4) 03217
4.70 C/S LOST STEERING ASSIST LAST NIGHT, VEHICLE IS HARD TO STEER.
CONFIRMED CUSTOMER COMPLAINT, STEERING ASSIST IS NOT OPERATING.
CONNECTED HDS AND FOUND NO CODES IN EPS SYSTEM, NO CODES IN ENGINE,
PERFORMED ALL SYSTEM DTC SCAN, NO CODES PRESENT. CONFIRMED EPS LIGHT ON
DASH ILLUMINATES WITH KOER AND TURN OFF WITH KOER. CHECKED ALL
CONNECTIONS TO EPS MOTOR AND RAC. ALL CONNECTIONS UNDER DASH. ALL
CONNECTIONS GOOD. PERFORMED BATTERY TEST AND BATTERY TESTED AT
SPECIFICATIONS, PERFORMED ALTERNATOR, BATTERY, STARTER TEST ALL TEST
GOOD. SENT IN REQUEST TO TECH LINE. CALLED TECH LINE REFERENCE NUMBER
3311480, WAS ADVISED TO CLEAN BATTERY TERMINALS, GROUND WIRE G-1,
PERFORM BATTERY CABLE RESET FOR TEN MINUTES, RECONNECT BATTERY AND
ENSURE CONNECTIONS ARE TIGHT. DID EXACTLY WHAT TECH LINE ADVISED WITH
NO RESOLVE TO PROBLEM. CALLED TECH AGAIN AND WAS INFORMED TO INSTALL A
KNOWN GOOD EPS CONTROL UNIT AND IF NO RESOLVE REPLACE EPS MOTOR.

ARBITRATION REQUIRED BY THIS AGREEMENT: THE PARTIES AGREE THAT INSTEAD OF LITIGATION IN A COURT, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE OR REPAIR OF THE MOTOR VEHICLE OR TO THIS DOCUMENT OR TO ANY OTHER DOCUMENT OR AGREEMENT BETWEEN THE PARTIES RELATING TO THE MOTOR VEHICLE SHALL BE SETTLED BY BINDING ARBITRATION AND ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION, UNDER ITS COMMERCIAL ARBITRATION RULES. SUCH ARBITRATION SHALL BE CONDUCTED IN NEW HAMPSHIRE. EACH PARTY WILL PAY THEIR OWN COSTS, ANY JUDGEMENT RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC./ENVIRONMENTAL		
		TOTAL CHARGES		
		DED./DISC./COUPON		
		SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

CUSTOMER #: 6266608

936681



AUTOFAIR HONDA

200 KELLER STREET
MANCHESTER, NH 03103
(603) 668-5700
www.autofair.com

INVOICE

PAGE 2

SERVICE ADVISOR: 322 DAN WOOD

MANCHESTER, NH

HOME:

CONT:N/A

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GN	12	HONDA CRV	2HKRM4H39CH		1795/1801	T1540

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17APR12 DD			WAIT 24JUL12		0.00	CASH	26JUL12

R.O. OPENED	READY	OPTIONS:
10:56 24JUL12	12:02 26JUL12	STK:B522122 DLR:208028 ENG:2.4L I-4 16-VALVE DOHC I-VTEC TRN:AUTOMATIC 5 1)HN 4224 2)CARFREE PROTECTION 7/70,000 (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

INSTALLED KNOW GOOD EPS UNIT AND THERE WAS NO RESOLVE TO PROBLEM. EPS MOTOR IS NOW ON ORDER. 7/26/12 REMOVE EPS MOTOR AND FOUND MOTOR SHAFT SNAPPED OFF IN RACK. INSTALLED NEW EPS MOTOR. STARTED VEHICLE AND HAD POWER ASSIST. PERFORMED TEST DRIVE (STARTING MILEAGE 1795 ENDING MILEAGE 1801) POWER ASSIST STEERING SYSTEMS FUNCTIONING PROPERLY AND AS DESIGNED AT THIS TIME



B PERFORM COMPLIMENTARY MULTI-POINT INSPECTION
MINI PERFORM COMPLIMENTARY MULTI-POINT INSPECTION
1218IWLOF

(N/C)

C** PROVIDE CUSTOMER WITH RENTAL CAR
CAUSE: RENTAL

WRH WARR RENTAL HONDA
99 WH

(N/C)

SUBL RENTAL CAR

WH

(N/C)



ARBITRATION REQUIRED BY THIS AGREEMENT: THE PARTIES AGREE THAT INSTEAD OF LITIGATION IN A COURT, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE OR REPAIR OF THE MOTOR VEHICLE OR TO THIS DOCUMENT OR TO ANY OTHER DOCUMENT OR AGREEMENT BETWEEN THE PARTIES RELATING TO THE MOTOR VEHICLE SHALL BE SETTLED BY BINDING ARBITRATION AND ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION, UNDER ITS COMMERCIAL ARBITRATION RULES. SUCH ARBITRATION SHALL BE CONDUCTED IN NEW HAMPSHIRE. EACH PARTY WILL PAY THEIR OWN COSTS, ANY JUDGEMENT RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC./ENVIRONMENTAL	0.00
		TOTAL CHARGES	0.00
		DED./DISC./COUPON	0.00
		SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



About Your Honda Customer Service Contact

We understand that you contacted Honda's Customer Service Office about your Honda.

- 9. What was the **main** reason for your contact with Honda's Customer Service Office?
 - Requesting information
 - Requesting help resolving a problem

- 10. Which of the following best describes the nature of your request?
 - Honda Finance
 - Advertised Promotion
 - Campaign/Recall
 - General information
 - (i.e. dealer location/dealer contact information)
 - Parts/Accessories
 - Product related (i.e. radio code)
 - Sales
 - Service

Warranty
 Website/Internet
 Other (Please specify):
maintenance

service needed
 * steering wheel locked while driving

- 11. Did you ask for monetary/Goodwill assistance from Honda's Customer Service Specialist?
 - Yes (Continue to Q12)
 - No (Skip to Q13)

- 12. Did you receive monetary/Goodwill assistance from Honda's Customer Service Office?
 - Yes
 - No

- 13. Was your request/issue resolved to your satisfaction?
 - Yes (Skip to Q15)
 - No (Continue to Q14)

- 14. Please tell us what we could have done to provide a more satisfactory resolution to your request/issue?
 - Better responsiveness/follow-up from your Customer Service Specialist
 - Better understanding of my problem/answers to my questions
 - More friendly/helpful/courteous Customer Service Specialists
 - Provide timely and accurate warranty/recall information
 - Offer monetary assistance/reimbursement/discount
 - Provide solution for my problem/fix vehicle problem
 - Improve vehicle/parts quality
 - More care/concern about my problem
 - Stands behind product
 - Other (specify): _____

About Your Honda Customer Service Specialist

- 15. Thinking about your most recent experience with a Honda Customer Service Specialist, how much do you agree or disagree with each statement?

	Strongly Disagree											Strongly Agree
	1	2	3	4	5	6	7					7
a. The specialist I spoke with was knowledgeable	1											
b. The specialist I spoke with was helpful	1											
c. The specialist I spoke with understood my request.....	1											
d. The specialist I spoke with was courteous	1											
e. Honda Customer Service Specialist kept me informed on my request/issue status.....	1											

- 16. Please provide any feedback related to your contact with your Customer Service Specialist or how American Honda handled your case.

The CSS person told me nothing Honda can do - just bring car to dealer. Also the rep told me about a recent Recall on Thank you for your participation July 19, 2012 - something about my driver side door can just open by itself! Unacceptable! After 2 months of having a brand new 2012 CRU to have this happen. I want to go back to my Camry so bad!

8.13.2012

CONT from #8

#4. The dealer told me, when I told them what Honda CSS told me about the Recal on the driver side door opening by itself - that Honda should NOT have told me about this REcal because they don't have the parts to fix it. Again, really?

So long story short, I almost lost my life when the steering wheel locked, thank God I was only going about 5 miles/hr in front of my house to get into my garage... what if I was 30+ miles/hr? what if I had my 2 grand babies in my brand new CRV? Please tell me how this possible? What compensation would you then be offering (since you asked on the survey #11 + #14)? How much is my life or my grand babies worth to Honda? Should you wish to discuss this further, I'm all ears. Thank you.

#

World Class Inspection - MINI

Overall tire condition (All tires)

Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Declined	Approved
A. CUSTOMER LOST POWER STEERING WHILE DRIVING LAST NIGHT. THE WHEEL IS VERY DIFFICULT TO TURN IN EITHER DIRECTION. CHECK AND ADVISE.			X
B. PERFORM COMPLIMENTARY MULTI-POINT INSPECTION			X
Subtotal			



KNOW YOUR VEHICLE
 FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

MANCHESTER, NH

Dan Wood
 Assistant Service Manager
 603-634-4706
 dwood@autofair.com

D. Wood
 Certified Technician

YOUR VEHICLE

Year 2012	Make Honda	Model CRV	Engine Type 2.4L
Odometer 1,795	VIN # 2HKRM4H99C1	License #	Date 7/26/2012

Vehicle Care Commitment

It's about "Peace of Mind..."

Thank you for choosing our service department to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's health is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do everything we can to put your mind at ease and keep you and your family safe on the road.



How we give you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Perform a world class visual inspection on your vehicle every visit
- Review your vehicle's maintenance schedules and search our extensive database to uncover anything we believe you should know about your vehicle based on its odometer reading and time on the road
- Make recommendations and complete a Treatment Plan for your vehicle
- Offer a complete easy to read and understand report that enables you to make an educated decision for your vehicle's service needs. Items on the report will be classified as follows:
 Pass - Items are new or "like new" and do not require service at this time
 - Items that are dirty or showing signs of wear and would benefit from being serviced soon
 Fail - Items that have either worn below minimum specifications or are no longer doing what it was designed to do and need to be repaired immediately

DISCLAIMER: Addressing any identified issues listed by the report, should improve the safety and performance of your vehicle. However, please remember that the inspection is limited to a visual inspection of the items listed on the report without disassembling or test driving your vehicle. Therefore, it is not possible for the technician to see or identify all potential defects, especially those that are internal to the engine, transmission, driveline, electrical system or other components. The cleanliness of the vehicle, both inside and out at the time of the actual inspection may reduce the accuracy of the inspection. Your vehicle may have conditions that are not evident at the time of the inspection or otherwise not presented or noticed during the inspection process. Therefore, the inspection and condition report does not provide any guarantee or warranty that the vehicle will not break down in the future, or have conditions that were undetected during the inspection or were omitted from the report.

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER LOST POWER STEERING WHILE DRIVING LAST NIGHT. THE WHEEL IS VERY DIFFICULT TO TURN IN EITHER DIRECTION. CHECK AND ADVISE.
- ✓ B. PERFORM COMPLIMENTARY MULTI-POINT INSPECTION



Package Results

World Class Inspection -MINI

Passed Tasks

- ✓ All wiper blades
- ✓ Hazard lights
- ✓ Inspect vehicle exterior condition (Note Damage)
- ✓ Turn signals
- ✓ Brake lamps
- ✓ Check windshield washer operation, fluid level and Top off as needed
- ✓ Headlights
- ✓ Back-up light



Package Contents

World Class Inspection -MINI

Exterior

Inspect vehicle exterior condition (Note Damage)

Glass and Wiper Blades

All wiper blades

Check windshield washer operation, fluid level and Top off as needed

Check Lamps

Headlights

Back-up light

Turn signals

Hazard lights

Brake lamps

Check Tires and Tread Depth

Pass = 7/32" (6 mm) or greater

Caution = 6/32" (5 mm) to 4/32" (3 mm)

Fail = 3/32" (2 mm) or less

Tire tread depth (Front)

Tire tread depth (Rear)

MANCHESTER NH 03101

14 AUG 2012 PM 7:11



MANCHESTER NH

U.S. Department of Transportation
National Highway Traffic Safety
Administration Office of
Defects Investigation, NHTSA
1200 New Jersey Avenue SE
Washington D.C. 20077-6

200779382

