



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
JAN 23 2013
12-DEC-2012

Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SALEM State NH 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
2HKRM4H72CH [REDACTED] Make HONDA Model CR-V Model Year 2012
Date Purchased 6-2012 Dealer's Name and Telephone Number Rockingham Honda Engine: No: Cylinders 4 Fuel Type: GAS
Original Owner [REDACTED] Dealer's City Salem, NH State NH Zip Code 03079
Transmission Type [REDACTED] Antilock Brakes Powertrain Multiple Failure: always - Incident Date(s) 01-AUG-2012 15-6-2012
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (LWS) Failure Mileage 3000 0 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2012 HONDA CR-V. THE CONTACT STATED THAT THE HEADLIGHTS WERE EXTREMELY DIM. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED HER THAT THEY WOULD ADJUST THE HEADLIGHTS. THE VEHICLE WAS REPAIRED. THE CONTACT STATED THAT AFTER HAVING THE ADJUSTMENT PERFORMED, THE FAILURE RECURRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000. THE CURRENT MILEAGE WAS APPROXIMATELY 5,000.

Adjustment did not change things. The headlights failed from day one. There is a design failure. Both high + low beams fail to focus on the road. This failure is documented on line for as far back as 2008. I bought brighter light bulbs (my own money) but they did no good

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)

Honda needs to redesign these lights. I am surprised no one has been killed (?)

I am now only driving this car in day light hours. as it is not safe at night. This makes things very difficult as it gets dark so early this time of year.

Worst time is when taking a corner as there is no illumination on road and you can not see where the road stops and sidewalk begins.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



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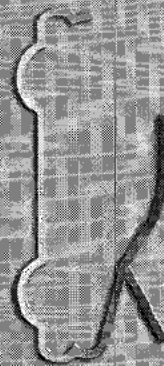
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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