

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148			
 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		Date Received 28-JAN-2013 FEB 25 2013		Repository ☐ Reference No. 10494929	
OWNER INFORMATION (Type or Print)							
Name		Daytime Telephone Number		E-mail Address			
Address		Evening Telephone Number					
City	State	Zip Code					
SUNRISE	FL						
<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		Make	Model	Model Year			
JHLRD78832C		HONDA	CR-V	2002			
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:			
2-2002	Boch Honda Norwood MA		No: Cylinders				
Original Owner	Dealer's City	State	Zip Code				
☒			4	Gas			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)			
Auto	☒ Cruise Control	AWD	2 windows	11-FEB-2009			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: VISIBILITY/WIPER (PWS)			Failure Mileage	Failure Speed			
			150000				
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							
<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 CR-V. THE CONTACT STATED THAT THE DRIVER'S SIDE POWER WINDOW FAILED TO OPERATE AFTER BEING ENGAGED. THE CONTACT PERSONALLY REPLACED THE MASTER POWER WINDOW SWITCH. THE VEHICLE WAS REPAIRED PRIOR TO THE RECALL REPORT DATE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN WITH NHTSA CAMPAIGN ID NUMBER 12V486000 (ELECTRICAL SYSTEM, VISIBILITY). THE APPROXIMATE FAILURE MILEAGE WAS 150,000.							
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)

After a smell like electrical fire 2 windows stopped working. I replaced the master window switch and noticed a corrosion on switch. After replacing switch with the new one I purchased @ Honda on 4-21-2009 (Inv. Attached) all worked fine. The attached letter was sent to Honda on 1-26-2013 and I received a call from Chris at Honda to say he received the letter and nothing else would be done about it.

Thank you,

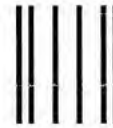
ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

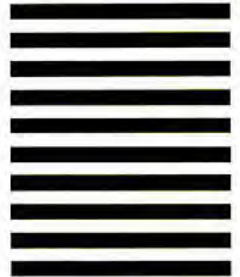
**National Highway
Traffic Safety
Administration**

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Instructions for Reimbursement
Safety Recall: 2002-06 CR-V Driver's Power Window Switch Does Not Work or Works Intermittently

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the power window master switch replaced.

- ☒ You must have had your vehicle repaired before receiving this notice.
- ☒ You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

- ✓ **Complete this reimbursement form.**
- ✓ **Attach a copy of the repair receipt or invoice.** A copy of the repair invoice from an authorized Honda dealer or independent repair facility, indicating the replacement of the power window master switch, will meet this need. This invoice should show your vehicle's model, vehicle identification number (VIN), the name and address of the facility that did the repair, the itemized cost of the repair (parts and labor), and the date the work was completed.
- ✓ **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- ✓ **Mail this completed form and the copies of the receipts and invoices to:**

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509-2964

Please allow 6 to 8 weeks for reimbursement.

Failure to include proper documentation can delay your reimbursement. If you have questions, please call your local authorized Honda dealer. If they cannot help you, call 800-999-1009, and select option 4.

Fill in the blanks below. Please print clearly, and provide complete information.

Name [Redacted] [Redacted]
Daytime telephone number [Redacted]

Address [Redacted]
Apt. No. [Redacted]

City Sunrise State FL ZIP Code [Redacted]

Vehicle Identification Number (VIN) JHLRD78832C [Redacted] Mileage at time of repair 150,000 Total amount requested \$ 194.52 (pd. cash)

Name of facility that did the repair SELF (cost is parts only. I did the labor)
(switch was burned out smelled like electrical / Purchased @ Honda)

Make sure to include all required supporting information with your request. 2 of 4 windows not working w/ old switch

(Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente al 800-999-1009 y seleccione la opción 4.)

1/26/2013

To: Honda Motor Co. Customer Service,

Hopefully this letter gets to someone who has better customer service skills than your Manager Chris @ Ext. 117703.

My recent experience with Honda began several months ago when I received the safety recall notice on my 2002 CRV drivers power window switch. I did, in fact, have a problem with my window switch in 2009 and I replaced the switch. My problem was one window worked intermittently and then there was a burning smell, it smelled electrical. After that smell the window stopped working and then a second window stopped working sometime later. I checked the switch and there was some corrosion. Once the switch was replaced all the windows worked.

I sent all the required documents for a refund of \$194.52 on 11/28/2012 and received a phone call from Cheryl on 1/15/2013 to let me know the documents were received and I should allow 6-8 weeks for processing. Then on 1/23/2013 I received another call from a different Chris to say I would not be receiving the refund because my serial number was not included in the recall. I told him I was not happy with that and he said he could escalate the call to another department that could help me.

I received another call on 1/24/2013 from Chris (Ext. 117703) and he had said the same thing as the first Chris. I told him I was not happy with his response and again told him I had the exact problem noted in the recall notice. He said he wanted to work with me, to reach an agreement, and I said I should be refunded the amount requested. Then he said that it was not going to happen. I asked if there was a department I could write to that may be able to assist me further. Chris' response was "I could write a letter but the letter would be going to him, since he was the case manager.

After we hung up I was thinking about the call with Chris and was not happy with his reply. Basically I would be sending my concerns, in writing, and he is the only one who would be reviewing them. I called back at 4:26 PM on 1/24/2013 and spoke with Lisa, I told her about my call with Chris and she said he was the case manager for my claim. I asked her if I could speak with Chris' supervisor and she put me on hold for a bit and came back and said I could expect a call back from the supervisor.

At 5:13PM I received a call, which I thought would be Chris' supervisor, but to my surprise it was Chris again. I told him I wanted to speak to his supervisor and he refused. He said, "his supervisor, Derwin, was refusing to speak with me and I could write to Honda and Chris would receive the letter." At this point I was getting upset at the extremely poor customer service I was receiving from Chris and getting nowhere.

I feel there is no other avenue, to address my concerns, other than trying to send this letter and hoping that it gets to someone who values a long standing Honda customer. I have checked the website and there is only one phone # and I keep getting to the same person who is not interested in keeping a Honda customer. I know at my job if I was to tell a customer that I could not help them, they could NOT talk to my supervisor and if they wanted to complain about the way they were being treated they could write a letter and I would look it over. I would be written up if not fired.

I have filed a formal complaint with NHTSA and have included the case number below. I also look forward to your response and can be reached by any of the following:

Phone [REDACTED]

Email [REDACTED]

Mail [REDACTED] Sunrise, FL [REDACTED]
[REDACTED]

Cc NHTSA (Case/File #10494929)

Holman Honda

of Fort Lauderdale

12 E. Sunrise Blvd.
Ft. Lauderdale, FL 33304
Parts Direct (954) 763-7157 Toll Free (800) 741-6639
Main (954) 764-1100 Fax (954) 335-2234
www.holmanhonda.com

EXPORT
WE SHIP WORLD WIDE
SE HABLE ESPANOL

OPEN SATURDAYS
8AM TO 5PM

ALL CLAIMS AND RETURNED GOODS MUST BE
ACCOMPANIED BY THIS BILL.
NO REFUNDS AFTER 30 DAYS.
NO RETURN ON ELECTRICAL
OR SPECIAL ORDER ITEMS.
ALL PARTS RETURNED MUST BE IN ORIGINAL
UNDAMAGED PACKAGING ONLY.
15% RESTOCKING CHARGE.

I UNDERSTAND THAT ALL PARTS AND ACCESSORIES SOLD
OR USED ARE SUBJECT TO THE FEDERAL MAGNUSON-MOSS
ACT AND THE CONSUMER MERCHANDISE PURCHASED IS
UNDER LIMITED WARRANTY BY THE MANUFACTURER AND
THE WRITTEN TERMS AND CONDITIONS THEREOF ARE
AVAILABLE FOR MY INSPECTION.

DATE ENTERED 21 APR 09	YOUR ORDER NO.	DATE SHIPPED 21 APR 09	INVOICE DATE	INVOICE NUMBER B5413
---------------------------	----------------	---------------------------	--------------	----------------------------

S
O
L
D
T
O

CASH1

ACCOUNT NO. [REDACTED]

S
H
I
P
T
O

PAGE 1 OF 1

SHIP VIA	SLSM 8083	SL NO.	TERMS CASH2	NET FT LAUDE
ORD. SHIP. E.O.	PART NUMBER	DESCRIPTION	LIST	NET AMOUNT
1	1 0	35750-S9A-C05ZA 3019C SW *NH167	183.51	183.51
METHOD OF PAYMENT:				
				
AFTER INVENTORY			PARTS 183.51	
AFTER INVENTORY			SUBLET	
**			FREIGHT 0.00	
			SALES TAX 11.01	
			TOTAL \$194.52	

CUSTOMER COPY

CUSTOMER SIGNATURE

X

OFFICE COPY

\$194.52

HOLMAN HONDA OF FT. LAUDERDALE

12 E. Sunrise Blvd.
Ft. Lauderdale, FL 33304
Parts Direct (954) 763-7157 Toll Free (800) 741-6639
Main (954) 764-1100 Fax (954) 335-2234
www.holmanhonda.com

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.
NO REFUNDS AFTER 30 DAYS.
NO RETURN ON ELECTRICAL OR SPECIAL ORDER ITEMS.
ALL PARTS RETURNED MUST BE IN ORIGINAL UNDAMAGED PACKAGING ONLY.
15% RESTOCKING CHARGE.

I UNDERSTAND THAT ALL PARTS AND ACCESSORIES SOLD OR USED ARE SUBJECT TO THE FEDERAL
MAGNUSON-MOSS ACT AND THE CONSUMER MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY
THE MANUFACTURER AND THE WRITTEN TERMS AND CONDITIONS THEREOF ARE AVAILABLE FOR MY
INSPECTION.

DATE ENTERED 21 APR 09	YOUR ORDER NO.	DATE SHIPPED 21 APR 09	INVOICE DATE	INVOICE NUMBER B5413
---------------------------	----------------	---------------------------	--------------	----------------------------

S
O
L
D
T
O

CASH1

ACCOUNT NO. [REDACTED]

S
H
I
P
T
O

PAGE 1 OF 1

SHIP VIA	SLSM 8083	SL NO.	TERMS CASH2	NET FT LAUDE
ORD. SHIP. E.O.	PART NUMBER	DESCRIPTION	LIST	NET AMOUNT
1	1 0	35750-S9A-C05ZA 3019C SW *NH167	183.51	183.51
METHOD OF PAYMENT:				
				
AFTER INVENTORY			PARTS 183.51	
AFTER INVENTORY			SUBLET	
**			FREIGHT 0.00	
			SALES TAX 11.01	
			TOTAL \$194.52	