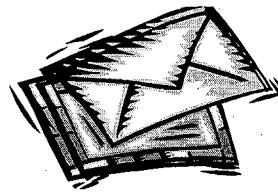


# NHTSA ccmMercury Routing Slip



CL-10596151-2576

Printed: 6/3/2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

<b>NHTSA #:</b> ES14-002245	Rec'd Date: 6/3/2014	Referred By: NPO-011
<b>XREF #:</b>	Doc Type: GEN	Doc Date: 5/28/2014
Delivery: CRT	Address To: NOA010	<b>Due Date:</b>
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject: SUBMISSION FROM [REDACTED] RE 2004 HONDA CR-V REIMBURSEMENTS</b>		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
Sign Office: ENFORCEMENT	Signature: AS APPROPRIATE	Cleared For:
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Closed Date: 6/3/2014</b>
File Loc:	<b>XREF File:</b>	
Added By: CBUTLER x60180	Modified By: Chris.Butler	
<b>Most Recent Comment:</b>		

**Author:**



STOCKTON, CA

Tel: [REDACTED]

JUN - 4 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	6/3/2014		6/3/2014
NVS-010	INFORMATION	6/3/2014		6/3/2014

ET  
0414  
SMD

[REDACTED]  
[REDACTED] • Stockton, CA [REDACTED]  
[REDACTED]

May 28<sup>th</sup>, 2013

Administrator

National Highway Traffic Safety Administrator

1200 New Jersey Ave., SE

Washington, DC 20590

Subject: NHTSA Campaign Number: 12V486000

Vin # JHLRD78894C [REDACTED] - Honda 2004 CR-V

Hi,

When I got to my CRV in the morning, even before I turned it on, I got a burning smell,

Took the CRV to the Honda Dealer in Stockton, the Technician found that the power Window

Switch circuit board contacts were burnt, called American Honda, they said my Vin number was not

Covered under the program, the Honda dealer would not cover it either.

The Amount they I would like refund is \$442.55, See attached documents.

Please help.

Thanks

[REDACTED]  
President.

Buy Local - Keep Stockton Working

E814-002245



## 2004 HONDA CR-V

Recalls	Investigations	Complaints	Service Bulletins
5	4	345	67

RECALLS: Displaying 1 - 5 out of 5

— RECALL Subject : Driver Side Power Window Switch May Fail or Melt , 1 INVESTIGATION(S)

Report Receipt Date: OCT 05, 2012  
 NHTSA Campaign Number: 12V486000  
 Component(s): ELECTRICAL SYSTEM , VISIBILITY

All Products Associated with this Recall ▼

Details ▲

17 Associated Documents ▼

Manufacturer: Honda (American Honda Motor Co.)

**SUMMARY:**

Honda is recalling certain model year 2002-2006 CR-V passenger vehicles, manufactured from February 19, 2002, through July 28, 2006. The driver-side power window switch may fail or melt.

**CONSEQUENCE:**

If the switch fails, it could overheat, smoke, and cause a fire. A switch failure, and a fire, could occur even if the vehicle is not in use. As a precaution, owners are advised to park outside until the recall repair has been performed.

**REMEDY:**

Honda will notify owners, and dealers will inspect and repair the switches, as necessary, free of charge. The safety recall began on November 2, 2012. Owners may contact Honda at 1-800-999-1009.

**NOTES:**

Honda's campaign recall number is S81. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

1 Associated Investigation(s) ▼

— RECALL Subject : LOW BEAM HEADLIGHT , 1 INVESTIGATION(S)

Report Receipt Date: MAR 30, 2012  
 NHTSA Campaign Number: 12V136000  
 Component(s): EXTERIOR LIGHTING

All Products Associated with this Recall ▼

Details ▲

23 Associated Documents ▼

Manufacturer: HONDA (AMERICAN HONDA MOTOR CO.)

**SUMMARY:**

HONDA IS RECALLING CERTAIN MODEL YEAR 2002 THROUGH 2004 CR-V; MODEL YEAR 2003 THROUGH 2005 PILOT; AND MODEL YEAR 2002 AND 2003 CIVIC VEHICLES. IN MARCH 2012, HONDA FILED A DEFECT REPORT TO RECALL CERTAIN MODEL YEAR 2002 THROUGH 2004 CR-V AND CERTAIN MODEL YEAR 2003 PILOT VEHICLES. IN AUGUST 2012, HONDA INFORMED THE AGENCY THAT IT WAS INCLUDING AN ADDITIONAL 820,789 VEHICLES INCLUDING CERTAIN MODEL YEAR 2004 AND 2005 PILOTS AND MODEL YEAR 2002 AND 2003 CIVICS. THE TOTAL NUMBER OF VEHICLES BEING RECALLED IS NOW 1,375,217. DUE TO TENSION FROM THE COMBINATION SWITCH WIRING HARNESS, WEAR ON THE SURFACE OF THE ELECTRICAL TERMINAL CAN OCCUR, YIELDING COPPER OXIDE, WHICH INCREASES ELECTRICAL RESISTANCE. INCREASED ELECTRICAL RESISTANCE MAY CAUSE THE TERMINAL ENDS TO MELT WITHIN THE WIRING HARNESS CONNECTOR.

**CONSEQUENCE:**

IF THE TERMINAL ENDS MELT WITHIN THE WIRING HARNESS CONNECTOR, THE LOW BEAM HEADLIGHTS MAY BECOME INOPERATIVE, REDUCING DRIVER VISIBILITY AND INCREASING THE RISK OF A CRASH.

**REMEDY:**

HONDA WILL NOTIFY OWNERS, AND DEALERS WILL REPAIR THE LOW BEAM TERMINAL HARNESS OR REPLACE THE LIGHTING SWITCH AS NECESSARY, FREE OF CHARGE. THE ORIGINAL RECALL BEGAN IN APRIL 2012. OWNERS OF VEHICLES INVOLVED IN THE SEPTEMBER 2012 EXPANSION WILL BE NOTIFIED IN SEPTEMBER 2012. OWNERS MAY CONTACT HONDA CUSTOMER SERVICE AT 1-800-999-1009.

**NOTES:**

HONDA'S RECALL CAMPAIGN NUMBER FOR THE ORIGINAL RECALL IS S34. HONDA'S RECALL NUMBER FOR THE ADDITIONAL VEHICLES IS S51.

STOCKTON HONDA  
2002 E. HAMMER LANE  
STOCKTON, CA 95210  
209-320-6700

TERMINAL ID.: 003  
MERCHANT #: 394890022500096



SWIPED

SALE  
BATCH: 000183 INU: 287410  
May 23, 14 17:28  
RRN: 287410014920 AUTH: 02347J

TOTAL \$442.55



CUSTOMER COPY

CUSTOMER #: 111743  
 UNIT# 13934

287410

**STOCKTON HONDA**

2002 E. Hammer Lane • Stockton, CA 95210

(209) 320-6700

1 (888) 336-1446

(209) 320-6777 Fax

www.stocktonhonda.com

\*INVOICE\*

PAGE 1

BAR# ARD208414

EPA# CAL 000211956

STOCKTON, CA

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 502 ROBERT PARKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GB/SA	04	HONDA CR-V	JHLRD78894C [REDACTED]		125661/125661	T500
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21FEB04	DD06FEB04		17:00 23MAY14		CASH	23MAY14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:13934 AXL:2 1)H/N#4200 2)KEY#L527 3)RADIO#31334				
23MAY14	23MAY14					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER COMPLAINS OF BURNT ELECTRICAL SMELL. CHECK AND ADVISE.

INTERIOR

99 NONE

218 IP

(N/C)

\*\*\*\*\*

B\*\* CUSTOMER REQUEST REPLACE DRIVERS WINDOW SWITCH

99 NONE

218 CP

229.90 229.90

1 06357-S9A-305 35750 KIP SW ASSY, P/W M 195.33 195.00 195.00

CUSTOMER COMPLAINS OF BURNT ELECTRICAL SMELL. TECH FOUND DRIVERS POWER WINDOW SWITCH CIRCUIT BOARD CONTACTS WERE BURNT. RECOMMEND REPLACE. CUSTOMER AUTHORIZED REPAIR. TECH REMOVED OLD WINDOW SWITCH PANEL AND REPLACED WITH NEW GENUINE HONDA PARTS. ALL IS OK AT THIS TIME.

\*\*\*\*\*

C\*\* CUSTOMER REQUEST TO PERFORM MAINTENANCE "A" - REPLACED ENGINE OIL AND FILTER.

A CUSTOMER REQUEST TO PERFORM MAINTENANCE "A" - REPLACED ENGINE OIL AND FILTER.

442 IP

(N/C)

1 OIL 520-530 BULK (N/C)

1 94109-14000 01718790400 WASHER, DRAIN (14MM) (N/C)

1 15400-PLM-A02 66639915400 FILTER, OIL (N/C)

\*\*\*\*\*

D\*\* Hazardous management surcharge for management of waste fluid deemed hazardous by the state of CA title 22H&S code EPA#CAL000211956 (estimate includes a disposal fee of \$.10)

HAZ Hazardous management surcharge for management of waste fluid deemed hazardous by the state of CA title 22H&S code EPA#CAL000211956 (estimate includes a disposal fee of \$.10)

99 CHAZ

0.10 0.10

\*\*\*\*\*

E\*\* CUSTOMER TO RECIEVE 10% DISCOUNT

99 NONE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE \_\_\_\_\_

I HAVE RECEIVED A COPY OF THIS INVOICE

CUSTOMER SIGNATURE \_\_\_\_\_

ALL PARTS NEW UNLESS OTHERWISE NOTED

**STOCKTON HONDA**

"THIS MILEAGE MAINTENANCE SCHEDULE IS THE RECOMMENDATION OF STOCKTON HONDA AND NOT THE MANUFACTURER OF YOUR AUTOMOBILE. THESE RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

CUSTOMER #: 111743  
 UNIT# 13934

287410

**STOCKTON HONDA**

2002 E. Hammer Lane • Stockton, CA 95210

\*INVOICE\*

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STOCKTON, CA

PAGE 2

BAR# ARD208414

EPA# CAL 000211956

HOME:

SERVICE ADVISOR: 502 ROBERT PARKER

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GB/SA	04	HONDA CR-V	JHLRD78894C		125661/125661	T500
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21FEB04	DD06FEB04		17:00 23MAY14		CASH	23MAY14
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:13934 AXL:2 1)H/N#4200 2)KEY#L527				
23MAY14	23MAY14	3) RADIO#31334				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	99	CP				0.00	0.00

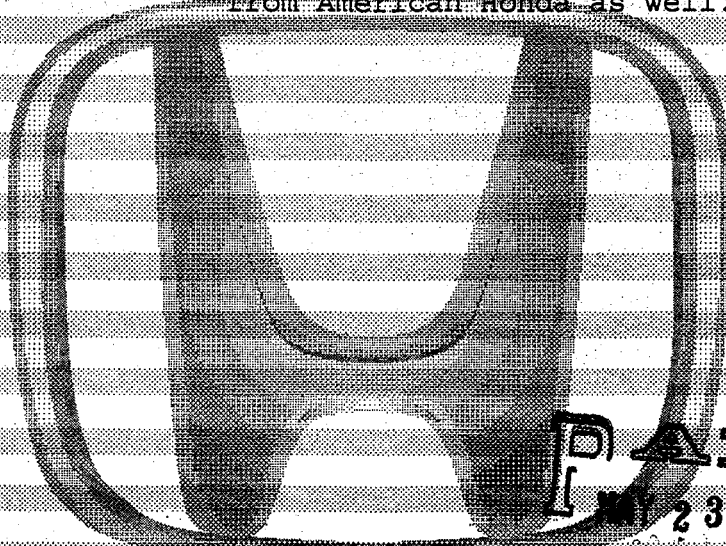
\*\*\*\*\*

Thank you for coming in today.

Please rate today's experience:

Excellent      Average      Poor

Please be on the lookout for an email survey from American Honda as well. Thank you again!



**PAID**  
MAY 23 2014

BY: .....

<b>STOCKTON HONDA</b> I ACKNOWLEDGE AN INCREASE IN PRICE. CUSTOMER SIGNATURE: [Redacted]	I HAVE RECEIVED A COPY OF THIS INVOICE	DESCRIPTION LABOR AMOUNT 230.00 PARTS AMOUNT 195.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 425.00 ADJUSTMENTS 0.00 SALES TAX 17.55 PLEASE PAY THIS AMOUNT 442.55	TOTALS
	CUSTOMER SIGNATURE: [Redacted] ALL PARTS NEW UNLESS OTHERWISE NOTED		

"THIS MILEAGE MAINTENANCE SCHEDULE IS THE RECOMMENDATION OF STOCKTON HONDA AND NOT THE MANUFACTURER OF YOUR AUTOMOBILE. THESE RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF CUSTOMER COPY



November 2012

NHTSA Recall 12V-486

**IMPORTANT SAFETY RECALL NOTICE**

Dear Honda CR-V Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**What is the reason for this notice?**

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2002-2006 model year CR-V vehicles. There is a potential failure of the power window master switch which may cause the switch to heat up, resulting in the switch melting, failing to work, producing smoke or burning. The possibility of fire is a potential safety risk. A switch failure, and a fire, could occur even if the vehicle is not in use. As a precaution, owners are advised to park outside until the recall repair has been performed.

**What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired, **at no cost to you**. The dealer will repair or replace the power window master switch assembly. The repair process may take anywhere from between 18 minutes to 48 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

**Who to contact if you experience problems?**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

**What to do if you feel this notice is in error.**

Registration records indicate that you are the current owner or lessee of a 2002-2006 CR-V involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

**What if you already had your vehicle repaired for this issue.**

If you previously paid to have the power window switch replaced, you may be eligible for reimbursement. Refer to the attached Instructions for reimbursement for the eligibility requirements and the reimbursement procedure.

**Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you have questions.**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4. U.S. customers can also locate a dealer online at [HondaCars.com](http://HondaCars.com). Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division

Campaign #S61 / Service Bulletin #12-067

Stockton, CA



7011 1570 0000 3487 8633



W41-306

ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATOR  
1200 NEW JERSEY AVE. SE  
WASHINGTON, DC 20590

