 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received 17-APR-2015 <b>MAY 29 2015</b>	Repository <input type="checkbox"/> Reference No. 10706318
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City BRUNSWICK	State GA	Zip Code	
<p><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></p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JHLRD68424C	Make HONDA	Model CR-V	Model Year 2004
Date Purchased 2/2009	Dealer's Name and Telephone Number From Relative who was original owner		Engine: No. Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Atlanta	State GA	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 28-JAN-2015
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
			Reported to Police N
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 2004 HONDA CR-V. THE CONTACT RECEIVED RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V700000 (AIR BAGS). THE CONTACT STATED THAT THE PART NEEDED TO REMEDY THE VEHICLE WAS UNAVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.			
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)

Enclosed are the two notices I received. 1 is for one air bag sent in Jan, 2015 and 1 is for the other air bag sent in March 2015. It is may and I have called every ten days to two weeks to see if the parts are in to fix my air bags. This is unacceptable.

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



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



AUTOMOBILE DIVISION  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

NHTSA Recall 14V-351

January 2015

## IMPORTANT SAFETY RECALL NOTICE

Dear [REDACTED]

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. In some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to vehicle occupants.

### What should you do?

Call any authorized Honda dealer to make an appointment to have your vehicle's front driver's airbag inflator replaced, **at no cost to you.**

While parts are available to conduct airbag inflator replacements at the time of this notice, the scope of the current airbag inflator recalls creates the possibility that the parts necessary to complete the recall repair may not be available at the time you call. If this occurs, please discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Honda's Automobile Customer Service (at the number listed below) to address your needs and concerns.

Once you make an appointment to repair your vehicle, be advised that the complete replacement process may take approximately 30 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

*If you have questions or concerns, we encourage you to visit [www.recalls.honda.com](http://www.recalls.honda.com) or to call Honda Automobile Customer Service at 1-888-234-2138.*

### 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

Alternatively, you may call the NHTSA's 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 Honda 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.

### 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 1-888-234-2138. 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 recall may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Honda Automobile Division

Campaign #JG8 / Service Bulletin #14-045



0816-01-JAN0711-4-0003-1722863



**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

March 2015

NHTSA Recall 14V-351

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dea [REDACTED]

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.

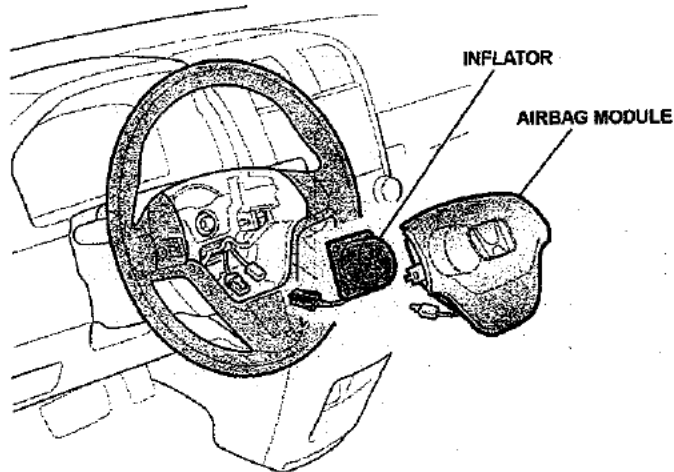
**The defect in these vehicles could kill or injure you or other people in your vehicle.**

Specifically, in some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture (break apart) and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

### WHAT SHOULD YOU DO?

Call any authorized Honda dealer and make an appointment to have your vehicle's driver's front airbag inflator replaced, **at no cost to you.**

An illustration showing the location of the driver's front airbag inflator, which is the only component of the airbag module (other components are the airbag cushion and airbag module cover) that will be replaced during the recall repair, is shown below.



While parts are available to conduct airbag inflator replacements at the time of this notice, the scope of the current airbag inflator recalls creates the possibility that the parts necessary to complete the recall repair may not be available at the time you call. If this occurs, please discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Honda's Automobile Customer Service (at the number listed below) to address your needs and concerns.

Once you make an appointment to repair your vehicle, be advised that the complete replacement process may take approximately 30 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

If you have questions or concerns, we encourage you to visit [www.recalls.honda.com](http://www.recalls.honda.com) or to call Honda Automobile Customer Service at 1-888-234-2138.

### WHO TO CONTACT IF YOU EXPERIENCE PROBLEMS?

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