

DOT 10 2010

JUN 15 2015

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 27-APR-2015	Repository ☐ Reference No. 10713149
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number E-mail Address	
Name					
Address					
City BETHEL PARK		State PA	Zip Code		
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 JHLRD78892C			Make HONDA	Model CR-V	Model Year 2002
Date Purchased 7/20/02	Dealer's Name and Telephone Number Honda Cars of Meadville			Engine: No: Cylinders 4	Fuel Type: unleaded
Original Owner ☐	Dealer's City Meadville		State PA	Zip Code	
Transmission Type Automatic	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 01-JAN-2015
	☒ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	Failure Speed
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 ☒ 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 2002 HONDA CR-V. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 14V700000 (AIR BAGS) EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER STATED THAT THE DRIVER SIDE AIR BAG INFLATOR WAS NOT AVAILABLE FOR REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE DELAY. THE VEHICLE WAS NOT REPAIRED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. Above info. correct. Manufacturer assigned a case manager, who called 2 days after call made, but said he could only call dealer to see if they had any available? would not alert to manufacturer/supplier of air bag to let them know it was needed. Airbag (per dealer) in need had been on back order since October ino estimated time of delivery. After insisting case manager escalate problem to his supervisor & told him I would flu with NHTSA again, he called 2 hours later stating there was another local dealer who could supply airbag. Felt I should not have become this insistent to get someone to find a solution to the problem.					
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.					

Continued on back!

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Manufacturer offered rental even if it took several more months, but unable to take advantage of this offer due to having a 16 yo learning to drive and they could not drive a rental, therefore no solution except to take the chance with the vehicle with the defect.

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

PITTSBURGH

PA 150

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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**



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