

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF**



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

FOR AGENCY USE ONLY 100148

Date Received  
24-JUN-2015

Repository   
Reference No.  
10730135

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City POMPANO BEACH State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address [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: JHLRM3H74C [REDACTED]  
Make HONDA Model CR-V EXL Model Year 2012  
Date Purchased 12/16/2011 Dealer's Name and Telephone Number Hendrick Pompano Honda 954 427-4744 Engine: No: Cylinders Fuel Type:  
Original Owner  Dealer's City Pompano Beach State FL Zip Code 33064  
Transmission Type auto  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 24-JUN-2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS) Failure Mileage 7902 Failure Speed 0

**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: DOTMAL9ABC036)  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).

JUST WENT IN FOR OIL CHANGE AND TIRE ROTATION AND DEALER IS TELLING ME BECAUSE I HAVE NOT DRIVEN THAT MUCH MY REAR BRAKE PADS NEEDS REPLACING BECAUSE THE PINS IN THE REAR BRAKES IS FROZEN AND KEEPING THE REAR BRAKE PAD IN USE EVEN THOUGH I AM NOT APPLYING MY BRAKES. FRONT PADS ARE OK.  
HE SAID I ONLY HAD ABOUT 1/4 INCH PAD LEFT BEFORE IT DUG INTO THE ROOTERS.  
7,902 MILES  
DID NOT LET DEALER DO WORK YET. 7/7/15 work done by Dealer. Replaced Disk. RR 42510 ,  
Replaced Pin A 90700 , Replaced Pin B 90700

Replaced Pad Set 43022 \$76.94 amt we paid. not covered by dealer.

Replaced Brake CL 08700 Mileage 8,133 did not receive 19 pt inspection attached.as stated

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 to 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.

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA EVOQ form completed.  
**Date:** Monday, August 03, 2015 10:11:11 AM  
**Attachments:** [10730135\\_DOT\\_safety\\_form.pdf](#)  
[Brake Bill 001.bmp](#)  
[Brake Dealer Bill 001.bmp](#)  
[Brake Dealer bill 2nd page 001.bmp](#)

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**Sent:** Friday, July 31, 2015 10:41 AM

**Subject:** FW: NHTSA EVOQ form completed.

**From:** [REDACTED]  
**Sent:** Thursday, July 30, 2015 4:09 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** NHTSA EVOQ form completed.

Brake components should not degrade that quickly. Dangerous. 4 attachments

Originally wanted me to pay all costs but after I sent a man down,  
Dealer finally picked up all costs except for brake pads.

This is a Honda flaw.

5381 N. Federal Hwy.  
Pompano Beach, FL 33064  
MV# 80525

5230 N. Federal Hwy.  
Lighthouse Point, FL 33064  
MV# 80523

Please take the time to complete the email or paper survey from Honda. Your feedback is important to us in providing EXCELLENT SERVICE.

07/07/15 01  
Card Type: VISA  
Card Acct: XXXXXXXXXX  
Card Exp: XX/XX  
Customer Station: POHU15295  
Name: INC/CONRO-SHRED  
Card Swiped  
Transaction Type: SALE  
Trans Serial #: 66809836  
Auth Code 194655  
Amount \$76.94

TO MAKE YOUR SERVICE APPOINTMENT  
VISIT [www.pompanohonda.com](http://www.pompanohonda.com)

NAME: DAN AINEY	TRUCK NO: 438	5907	INVOICE DATE: 07/07/15	INVOICE NO: [REDACTED]
PLATE: [REDACTED]	LICENSE NO: [REDACTED]	VEHICLE: 8,133 OPAL SAGE M	STOCK NO: [REDACTED]	
MAKE / MODEL: HONDA/CR-V/5DR 2WD EX-L NAV	DELIVERY DATE: 12/16/11	DELIVERY MILES: 25		
VIN: L R M 3 H 7 4 C C [REDACTED]	SELLING DEALER NO: [REDACTED]	PRODUCTION DATE: [REDACTED]		
	P.O. NO: [REDACTED]	P.O. DATE: 07/06/15		

I agree to pay the indicated amount and to be bound by the terms of the card member agreement.



PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10A-A00	DISK, RR 42510		WARRANTY
JOB # 1	1	43235-SZT-G01	PIN A 90700		WARRANTY
JOB # 1	1	43262-SZT-G01	PIN B 90700		WARRANTY
JOB # 1	1	43022-S9A-020	PAD SET, 43022	76.94	76.94
JOB # 1	1	08700-9200	BRAKE CL 08700		WARRANTY
JOB # 1 TOTAL PARTS				76.94	
JOB # 1 TOTAL LABOR & PARTS				451.94	
J# 2 02HOZ-19PT		MULTI POINT	TECH(S):437		INTERNAL
PERFORM MULTI POINT INSPECTION COMPLETED 19PT INSPECTION AND ATTACHED INSPECTION SHEET THANK YOU FOR YOUR VISIT!					
PARTS-----QTY---FP NUMBER-----DESCRIPTION-----UNIT PRICE-----				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES				TOTAL - GOG	0.00
JOB # 1		FREIGHT (PARTS)			WARRANTY

**Service Charge.** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee. \*\*\*FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. \*\*\*FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

All parts are new unless otherwise indicated.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.



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5381 N. Federal Hwy.  
Pompano Beach, FL 33064  
MV# 80525

5230 N. Federal Hwy  
Lighthouse Point, FL 33064  
MV# 80523



TO MAKE YOUR SERVICE APPOINTMENT  
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CUSTOMER FAX	ADVISOR <b>JORDAN AINEY</b>	TRF. NO. <b>438</b>	INVOICE DATE <b>07/07/15</b>	INVOICE #
	LABOR RATE	LICENSE NO.	RELEASE <b>8,133</b>	COLOR <b>OPAL SAGE M</b>
	YEAR / MAKE / MODEL <b>12/HONDA/CR-V/5DR 2WD EX-L NAV</b>	DELIVERY DATE <b>12/16/11</b>	STOCK NO.	DELIVERY MILES <b>25</b>
POMPAHO BEACH, FL	VEHICLE ID. NO. <b>JHLRM3H74CC</b>	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	R.D. NO.	R.O. DATE <b>07/06/15</b>	
BUSINESS PHONE	COMMENTS			

MO: 8134

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
<b>J# 1 04HOZ BRAKE SYSTEM</b>					
TECH(S):437					
CUSTOMER STATES CHECK FRONT AND REAR BRAKE PADS					
FOUND CALIPER PIN SEIZED AND OXIDATION ON REAR ROTORS.					
RECOMMEND TO REPLACE REAR BRAKES, ROTORS AND CALIPER PINS.					
COMPLETED					
JOB # 1	2	42510-T0A-ADD	DISK, RR 42510		375.00
		OVERNITE			WARRANTY
JOB # 1	1	43235-SZT-G01	PIN A 90700		WARRANTY
		OVERNITE			WARRANTY
JOB # 1	1	43262-SZ1-G01	PIN B 90700		WARRANTY
		OVERNITE			WARRANTY
JOB # 1	1	43022-S9A-020	PAD SET, 43022	76.94	76.94
JOB # 1	1	08700-9200	BRAKE CL 08700		WARRANTY
				JOB # 1 TOTAL PARTS	76.94
				JOB # 1 TOTAL LABOR & PARTS	451.94
<b>J# 2 02HOZ-19PT MULTI POINT</b>					
TECH(S):437					
PERFORM MULTI POINT INSPECTION					
COMPLETED 19PT INSPECTION AND ATTACHED INSPECTION SHEET					
THANK YOU FOR YOUR VISIT!					
JOB # 2				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
<b>G.O.G. &amp; SUPPLIES</b>					
JOB # 1			FREIGHT (PARTS)	TOTAL - GOG	WARRANTY 0.00

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5250 N. Federal Hwy  
Lighthouse Point, FL 33064  
MV# 80524

5381 N. Federal Hwy  
Pompano Beach, FL 33064  
MV# 80525

5230 N. Federal Hwy  
Lighthouse Point, FL 33064  
MV# 80523

Please take the time to complete the email or paper survey from Honda. Your feedback is important to us in providing EXCELLENT SERVICE.

**HOURS**

MON - SAT 7:00 AM - 6:00 PM  
(954) 363-5134 www.pompanohonda.com

TO MAKE YOUR SERVICE APPOINTMENT  
VISIT www.pompanohonda.com

CUSTOMER NO.	NAME/DOB	TAX NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	JORDAN AINEY	438 5907	07/07/15	[REDACTED]
LAUNCH DATE	LICENSE NO.	MILEAGE	COLOR	BOOK NO.
[REDACTED]	[REDACTED]	8,133	OPAL SAGE M	[REDACTED]
YEAR / MAKE / MODEL	VEHICLE I.D. NO.	DELIVERY DATE	DELIVERY MILES	
12/HONDA/CR-V/5DR 2WD EX-L NAV	J H L R M 3 H 7 4 C C [REDACTED]	12/16/11	25	
RESELLER LICENSE	BUSINESS PHONE	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	[REDACTED]	[REDACTED]		
COMMENTS	P.L.D. DATE			
	07/06/15			

MO: 8134

**\*\* ACTIVE DELIVERY CALL \*\***

CUSTOMER CONTACTED BY: \_\_\_\_\_ TIME : \_\_\_\_\_ am/pm  
REPAIRS/CHARGES EXPLAINED? Y / N INVOICE TOTAL GIVEN? Y / N

Thank you for visiting  
HENDRICK HONDA POMPANO!

TOTAL LABOR..... 375.00  
TOTAL PARTS..... 76.94  
TOTAL SUBLET..... 0.00  
TOTAL G.O.G..... 0.00  
TOTAL MISC CHG..... 0.00  
TOTAL MISC DISC..... 0.00  
TOTAL TAX..... 27.12

**TOTAL INVOICE \$ 479.06**

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Thank you for doing business with us! We'd like to remind that you may be receiving a call from HONDA about your experience. They will offer to receive an email or written survey. Please return it with your feedback so we can continue to provide you EXCELLENT service!  
\* FOR YOUR NEXT SERVICE APPOINTMENT CONTACT POMPANO.HONDA.COM

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

