 <p style="text-align: center;">INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p>		FOR AGENCY USE ONLY 100148	
<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		Date Received 11-MAY-2017 AUG 2 2017	Repository <input type="checkbox"/> Reference No. 10984983
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
ADDISON	TX		
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
5J6RM3H57CL		HONDA	CR-V
Model Year		Engine:	
2012		No: Cylinders	
Date Purchased	Dealer's Name and Telephone Number		Fuel Type:
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			07-APR-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 162000 STRUCTURE: BODY		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)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Reported to Police		N	
<p>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).</p>			
<p>OUR HONDA CRV HAS A ROOF LEAK (BY THE ANTENNA) THAT HAS DAMAGED THE INSIDE HEADLINER THAT IT NEEDS TO BE TOTALLY REPLACED. THE LEAK IS PROBABLY CAUSING MILDEW GROW IN THE HEADLINER AND POSSIBLE ROOF CORROSION AS WELL. THIS MAKES US VERY CONCERNED ABOUT BREATHING AND HEALTH ISSUES IN GENERAL WHEN USING THE VEHICLE. WE ARE TOLD THIS APPEARS TO BE A MANUFACTURING / ASSEMBLY DEFECT AND HAVE BEEN GOING ON FOR A WHILE (YEARS), BUT WE JUST DISCOVERED IT IN APRIL 2017.</p>			
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.			

Thursday, August 10, 2017

AUG 21 2017

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

RE: Update to Complaint Number 10984983

I would like to update our original complaint # 10984983 to our 2012 Honda CR-V EX since we now know & have a proof that the original cause found by David McDavid (DMcD), Frisco, TX was deceptive. This is their claim, I quote: "DROPPED HEADLINER DOWN AND REMOVED ANTENNA AND FOUND ROOF BENT UPWARDS SLIGHTLY CAUSING A LEAK AROUND ANTENNA BASE, POSSIBLE DUE TO IMPACT." Unquote.

I and my husband were in total disagreement with DMcD finding and declined their offer to repair the damage without doing further investigation. We contacted Honda HQ in Torrance, CA and asked for Honda Certified engineer to verify DMcD finding. That order was declined.

Consequently, we decided to have the car repaired in Sewell Collision Center, 6303 Cedar Springs Rd, Dallas, TX 75235. After they completed the repair, this is what they found to be the **true cause of the leak** & subsequent headliner damage, I quote: "TECHNICIAN DIAGNOSED BY REMOVING HEADLINER AND ASSOCIATED TRIM FOUND THAT WATER ENTERING THROUGH ANTENNAE. REMOVED ANTENNAE FOUND THAT WATER COMING IN THROUGH ANTENNAER ASSAY, REPLACED ANTENNAE ASSAY AND REPLACED HEADLINER DUE TO WATER DAMAGE. PUT ALL TRIM AND ASSOCIATED PARTS BACK TOGETHER AND WATER TESTED. PROBLEM SOLVED WITH REPLACEMENT OF ANTENNAE ASSAY." Unquote.

We were also informed the leak through the antennae could have been going since we bought the CR-V in April 2012, but because the SUV, when not driven, is garaged all the time and rarely driven during rain storms, the leak did not show up during 3 year / 36K miles warranty period. At the time of writing this letter the SUV had 39,237 miles on it.

According to all of this information, we absolutely believe the cause of the leak and the consequent damage is complete Honda's responsibility and caused by:

- 1) defective part
- 2) wrong assembly
- 3) all of the above.

We do have the defective antennae and can provide it to you at your request.

If you have any questions, please contact me at your convenience by enclosed email or phone

Thank you for your help and understanding.

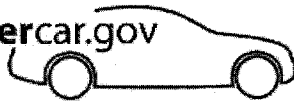
Very truly yours,

[REDACTED]
Addison, TX [REDACTED]
[REDACTED]

Attached:

- Screen print copy of the original complaint number 10984983
- Copy of estimate from David McDavid, Frisco TX
- Copy of completed work from Sewell Collision Center, Dallas, TX

safercar.gov



U.S. Department of Transportation

Print page for your Records

PRINT ▶

Complaint Number: 10984983

Vehicle Identification Number: 5J6RM3H57CL [REDACTED]

Your Vehicle's Make Model and Model Year: HONDA CR-V 2012

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Body

What happened?

Our Honda CRV has a roof leak (by the antenna) that has damaged the inside headliner that it needs to be totally replaced. The leak is probably causing mildew grow in the headliner and possible roof corrosion as well. This makes us very concerned about breathing and health issues in general when using the vehicle. We are told this appears to be a manufacturing / assembly defect and have been going on for a while (years), but we just discovered it in April 2017.

When did this happen? 04/07/2017

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph)

About how many miles were on your vehicle at the time of the incident?

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Addison

State : TEXAS

ZIP Code : [REDACTED]

Phone: [REDACTED]

Alt. Phone:

CUSTOMER #:



DAVID McDAVID

INVOICE

HONDA of FRISCO

1601 N. DALLAS PARKWAY
FRISCO, TX 75034
SERVICE DIRECT (972) 731-3100
MAIN (972) 731-3000
Fax (972) 731-3149
www.mcdavidfrisco.com

DUPLICATE 1
PAGE 1

ADDISON, TX

HOME: CONT:
BUS: CELL: SERVICE ADVISOR: 728912 Anthony Michael La

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Values: WA/White, 12, HONDA CR-V, 5J6RM3H57CL, 37628/37629, T3010. Includes DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE.

R.O. OPENED, READY, OPTIONS: SOLD-STK, DLR, ENG:2.4L I-4 16-VALVE DOHC I-VTEC, TRN:5 Speed Automat

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A C/S: CUSTOMER STATES HAS ROOF LEAK NEEDS TO SEE BUDDY CASE

CAUSE: MA001 TELL US MORE
728129 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

37628 1.00
DROPPED HEADLINER DOWN AND REMOVED ANTENNA AND FOUND ROOF BENT UPWARDS SLIGHTLY CAUSING A LEAK AROUND ANTENNA BASE, POSSIBLE DUE TO IMPACT.
CUSTOMER DECLINED REPAIRS AT THIS TIME

B MULTI POINT INSPECTION
DI1 MULTI POINT INSPECTION
728129 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C APPOINTMENT SET FOR
APPT APPOINTMENT SET FOR
728129 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

BDC APPT CREATED 2017-04-25
08:27:00AM TAKEN BY SANDRA
HERNANDEZ

DATE PAID CASHIER
CREDIT CARD CASH CHECK#

THANKS FOR YOUR BUSINESS & HAVE A GREAT DAY!

Table with columns: DESCRIPTION, TOTALS. Includes NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001, SHOP SUPPLY COSTS, WARRANTY STATEMENT AND DISCLAIMER, and a summary row: PLEASE PAY THIS AMOUNT 0.00.

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

RO: [REDACTED]

Shop RO
 Sewell Collision Center
 8/03/17 9:03AM

Home: Work: Est.: JESSICA D Received: 6/30/17 Del. Date: 6/30/17 Date Paid: 6/30/17 Date Due: 6/22/17 Date of Loss:	Year: 12 Make: HOND Model: CR-V EX Type: UV Style: 4D UTV Color: WHITE PEARL Paint: Trim: License: [REDACTED] Mileage: 38,919 VIN: 5J6RM3H57CL [REDACTED] Engine: 4-2.4L Gasoline Elec	CUSTOMER PAY Phone: Fax: Adjuster: Claim #: Policy: Betterment: Deductible: 0.00 Key Tag:
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PARTS, SUBLET, AND MISCELLANEOUS CHARGES

#	Vendor	Part/Account #	Description	Ordered	Received	Status
1	FREEMAN HONDA		ROOF	6/20/17	6/21/17	Received
1	FREEMAN HONDA	83200T0AA51ZA	Headliner EX type 1	6/20/17	6/21/17	Received
1	FREEMAN HONDA	39152T0AA01	antenna base	6/29/17	6/30/17	Received
1	ROBERT-RP		ROOF	0.00		
1	ROBERT-RP	6/30/17	Headliner EX type 1	6.20		
1	ROBERT-RP	6/30/17	Diagnostics	2.00		
			BODY LABOR	8.20		
			Grand Totals	8.20		

	Total Category					
	Grand Total:					

NOTES

Date: 6/27/17 Time: 8:54AM Written By: SAM S Type: Shop
 CUSTOMER STATED WATER LEAKING IN REAR OF VEHICLE CAUSING DAMAGE TO HEADLINER AND REAR TRIM PARTS.
 TECHNICIAN DIAGNOSED BY REMOVING HEADLINER AND ASSOCIATED TRIM FOUND THAT WATER ENTERING THROUGH ANTENNAE.
 REMOVED ANTENNAE FOUND THAT WATER COMING IN THROUGH ANTENNAE ASSY.
 REPLACED ANTENNAE ASSY AND REPLACED HEADLINER DUE TO WATER DAMAGE. PUT ALL TRIM AND ASSOCIATED PARTS BACK TOGETHER AND WATER TESTED.
 PROBLEM SOLVED WITH REPLACEMENT OF ANTENNAE ASSY.