



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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  
19-OCT-2018  
**MAY 22 2019**

Repository

Reference No.  
11141453

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City WORCESTER State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [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  
**5J6RM4H71CL [REDACTED]**

Make HONDA Model CR-V Model Year 2012

Date Purchased **OCT 2017** Dealer's Name and Telephone Number **LUNDGREN HONDA 508 8326200** Engine: No: Cylinders **2.4L** Fuel Type: **UNLEADED REGULAR**

Original Owner  Dealer's City **AUBURN** State **MA** Zip Code **01501**

Transmission Type **5 SP AUTO.**  Antilock Brakes Powertrain **AWD** Multiple Failure: Incident Date(s) **2/23/18**  
 Cruise Control

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH  
**DOOR LOCK ACTUATOR/LATCH ASSEMBLY**

Failure Mileage 53000 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 Failure Location:  
 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**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths 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 2012 HONDA CR-V. WHEN THE CONTACT ATTEMPTED TO RE-ENTER THE VEHICLE, THE DRIVER'S SIDE DOOR FAILED TO OPEN. IN ADDITION, THE KEY FOB FAILED TO ELECTRONICALLY OPEN THE DOOR. THE DEALER (LUNDGREN HONDA OF AUBURN, 163 WASHINGTON ST, AUBURN, MA 01501, (855) 230-0305) DIAGNOSED THAT THE LATCH ASSEMBLY NEEDED TO BE REPLACED. THE DEALER DID NOT MENTION IF THE KEY FOB AND A SECOND KEY NEEDED TO BE REPROGRAMMED. THE DEALER STATED THAT THERE WERE NO RECALLS FOR THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 53,000.

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.

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

THIS VEHICLE ONLY HAS THE ~~ONLY~~ ONE OUTSIDE LOCKING MECHANISM ON THE DRIVERS SIDE AND IF MY FOB DIES ON ME I WON'T BE ABLE TO GET INTO MY VEHICLE. APPARENTLY, MONDA CHANGED THE DESIGN (THE ONE LOCK) SO THEY WOULDN'T HAVE TO ABSORB THE COST TO REPLACE THE LOCKS ON THE 4 DOORS. WHY HAVE SOME 2012 BEEN COVERED, THIS PROBLEM GOES AS FAR BACK AS 1998.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

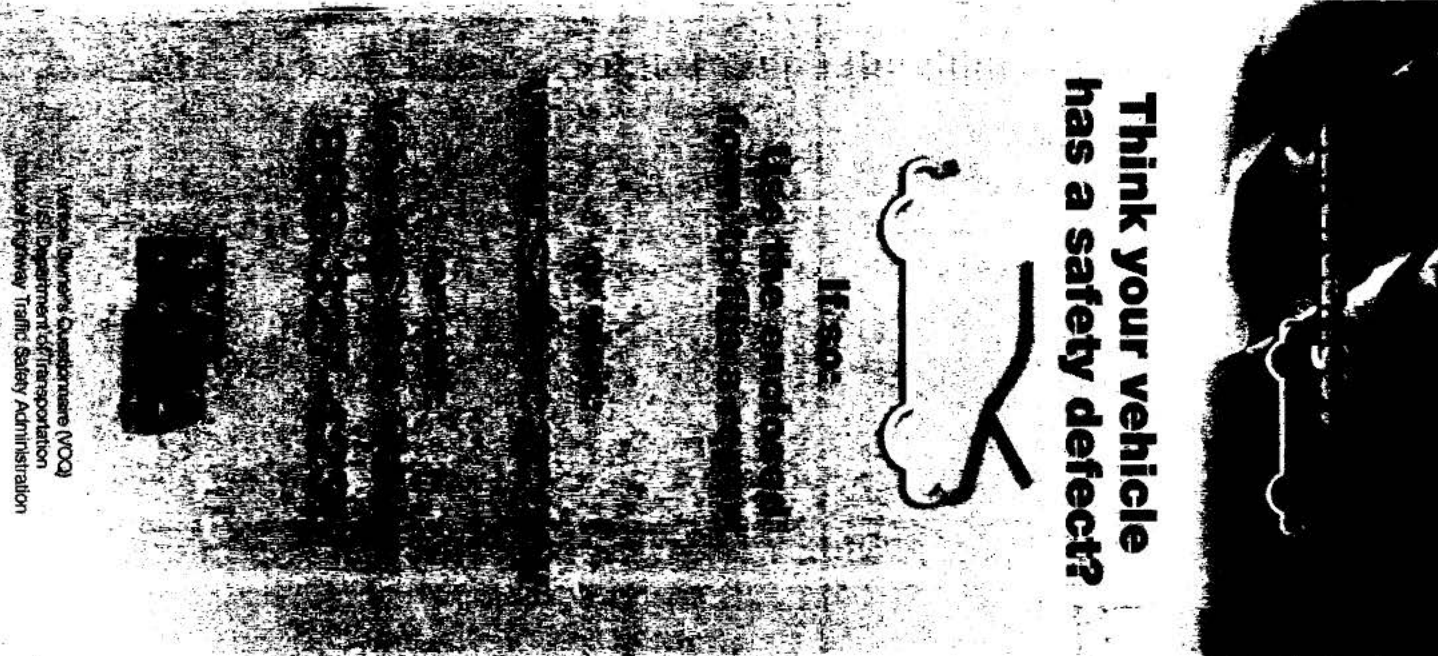


**BUSINESS REPLY MAIL**

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, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

National Highway Traffic Safety Administration (NHTSA)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration