

FOR AGENCY USE ONLY 100148	
Date Received AUG 13 2020 15-JUN-2020	Repository <input type="checkbox"/> Reference No. 11328852
Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

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

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City UNION State NJ Zip Code [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: JHLRD1868YC [REDACTED]
 Make: HONDA Model: CR-V Model Year: 2000

Date Purchased: 1/2001 Dealer's Name and Telephone Number: PLANET HONDA 908-964-1600 Engine: No. Cylinders: 4 Fuel Type:
 Original Owner: [REDACTED] Dealer's City: UNION State: NJ Zip Code: 07083

Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 17-JAN-2020

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: 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 2000 HONDA CR-V. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V027000 (AIR BAGS) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE VEHICLE WAS TAKEN TO PLANET HONDA (2285 US-22, UNION, NJ 07083, 908-964-1600) WHERE IT WAS CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT ATTEMPTED TO CONTACT THE MANUFACTURER HOWEVER, THE ANSWERING SERVICE REDIRECTED CALLERS TO THE DEALER. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

3/10/20 Returned Safety Recall Notice
5/26/20 Appt w/ Planet Honda to receive service.
parts unavailable.

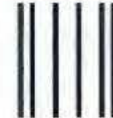
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

6/4/20 Spoke to Planet Honda - told me to call American Honda
6/11/20 Called American Honda - message stated having trouble
6/11/20 called planet Honda told me to call w/ phone
Spoke to Service Manager Monday 5th
Asked him if this is not fixed American Honda
and God forbid something happens - who is
at fault - He stated American Honda
Cannot get through to American Honda at all -
6/15 Called Service Manager again @ Planet Honda

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

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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

*Attn: Randy Reid,
Chief*



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**



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