

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11454419-----
Date: Monday, June 20, 2022 4:21:48 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Greetings,

Updated PDF attached. Apologies for delay as was waiting on new computer to arrive and could not edit the PDF until I had it.

[REDACTED]

[REDACTED]

[LinkedIn](#) [Portfolio](#) [Blog](#)

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Monday, May 23, 2022 7:03 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11454419-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

28-FEB-2022

Repository ☐Reference No.
11454419**OWNER INFORMATION (Type or Print)**

Name

Address

City

Jefferson City

State

MO

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2hkrw2h58m

MAKE

HONDA

Model

CR-V

Model Year

2021

5/27/21

Date Purchased

Dealer's Name and Telephone Number

Honda of Ocala 3523530515

Honda of Jefferson City 5738937676

Engine:

No. Cylinders

Fuel Type:

Original Owner



Dealer's City Ocala

Jefferson City

STATE

FL MO

ZIP Code

3523530515

Transmission Type



Antilock Brakes



Cruise Control

Powertrain

Multiple Failure:

yes

Incident Date(s)

31-MAY-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 263000 FORWARD COLLISION AVOIDANCE: ADAPTIVE CRUISE CONTROL, 274100 LANE DEPARTURE: LANE KEEP: AUTOMATIC STEERING

Failure Mileage

100.0

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: DOTM1 9ABC036)



Original Requirement



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), 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), 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).

The contact owns a 2021 Honda CR-V. The contact stated that while driving at various speeds, the vehicle would independently downshift without warning. The contact also stated that the failure would occur while the cruise control was activated. In addition, the contact also stated that the lane-keep assist would fail to differentiate between road salt and line marking on the roadway, resulting in inadvertent sudden downshifting. The contact's husband had taken the vehicle to a dealer where their concerns were ignored and no diagnostic test was performed. The manufacturer was not notified of the failure. The vehicle had yet to be repaired. The failure mileage was approximately 100.

In addition to the above, the lane keep assist cannot distinguish between lines & cracks in the road, which is a big deal in Missouri, and an issue I fight with daily on roads I have no choice to travel on. And it's not downshifting that happens with the lane keep assist-it tries to correct, but the corrections if I don't fight them will either run me into the opposing lane or off the road.

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.