

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received 08-JUL-2021</p>		<p>Repository <input type="checkbox"/></p>			
<p>Reference No. 11472932</p>		<p>Original Telephone Number [REDACTED]</p>			
<p>Original E-mail Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name [REDACTED]</p>		<p>Address [REDACTED]</p>		<p>City Concord</p>	
<p>State CA</p>		<p>ZIP Code [REDACTED]</p>		<p>City Concord</p>	
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number located at bottom of windshield on driver's side 5J6R-W2-4574 [REDACTED]</p>		<p>MAKE HONDA</p>		<p>Model CR-V</p>	
<p>Model Year 2020</p>		<p>Date Purchased May 19, 2021</p>		<p>Dealer's Name and Telephone Number Concord Honda (925) 825-8000 → inspected then towed to ↑</p>	
<p>Engine: 1.5 L Turbo Inj AWD No. Cylinders 4</p>		<p>Fuel Type Gas</p>		<p>Original Owner <input type="checkbox"/></p>	
<p>Dealer's City Concord</p>		<p>STATE CA</p>		<p>ZIP Code 94620</p>	
<p>Transmission Type Automatic</p>		<p>Powertrain AWD</p>		<p>Multiple Failure: [REDACTED]</p>	
<p><input checked="" type="checkbox"/> Antilock Brakes</p>		<p><input checked="" type="checkbox"/> Cruise Control</p>		<p>Incident Date(s) 29-MAY-2021</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 26B000 FORWARD COLLISION AVOIDANCE: AUTOMATIC EMERGENCY BRAKING</p>			<p>Failure Mileage 6028</p>		<p>Failure Speed 5</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTMA1 9A5C036)</p>		<p><input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>		<p>Child Seat Component Code:</p>	
<p>Failed Part:</p>		<p></p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</p>					
<p>Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
<p>Number of Deaths</p>		<p>Reported to Police N</p>		<p></p>	
<p>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).</p>					
<p>The contact owns a 2020 Honda CR-V. The contact stated while her husband was driving 5 mph, the brakes were depressed independently. The contact stated no warning light was illuminated. The driver was depressing the accelerator pedal but failed to accelerate causing the vehicle behind him to rear end their vehicle. The contact stated no one was injured nor sought medical attention. A police report was not filed. The vehicle was not drivable. The contact towed the vehicle to the local dealer but they were unable to duplicate the failure. The vehicle was not repaired and the driver deactivated the forward collision on the vehicle. The vehicle was towed to a collision shop and had the rear bumper replaced. The manufacturer had ^{has} been informed of the failure. The failure mileage was 6076 ⁶⁰²⁸.</p>					
<p>by Collision Mitigation ↑ Braking system</p>					
<p>6028.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice</p>					
<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

See attached

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Narrative Description of Incident

NHTSA Complaint #11472932:

My husband, [REDACTED] and I purchased a 2020 Honda CR-V from Concord Honda dealership on May 19, 2021. Ten days later, on May 29th, my husband was driving the Honda 2020 CR-V west on Sloat Blvd. in San Francisco, through the intersection of [REDACTED] and [REDACTED]. While crossing the intersection on the green light, with no cars or obstacles in front of my husband, and with his foot on the accelerator pedal, the car's Collision Mitigation Braking System (CMBS) suddenly activated and abruptly slammed on the brakes. The accelerator pedal became unresponsive. No visual or audible warnings were given prior the CMBS forcefully braking the CR-V. The car that was directly behind my husband could not stop in time, and rear-ended him. Damage was sustained to both vehicles.

Location of the collision:

[REDACTED]

Our CR-V was towed to Serramonte Honda, the closest Honda dealership to the accident site, for inspection and repairs. Technicians at Serramonte Honda contacted American Honda Motor Co. informing them that, after checking the car for errors, they could not find any defects and could not duplicate the failure. Mercury insurance's claim adjuster inspected our CR-V at Serramonte Honda, and the cost of the collision damages was estimated at \$3,511.39. The car was eventually towed to AW Collision in Concord for repairs. Actual repair cost was \$4360.16.

Both the dealer we bought the car from, Concord Honda, as well as American Honda Motor Co., have made aware of this incident. American Honda Motor Co. opened case # [REDACTED] as a result. Rio Wardana from American Honda Motor Co. contacted us on June 10, 2021, and informed us that since Serramonte Honda could not find any vehicle defects, American Honda Motor Co. would take no further course of action.

Date: 6/29/2021 12:09 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Supplement: 1 (F F) 6/16/2021 09:02:50 AM
 Preliminary
 Profile ID: * Mitchell

Thank you for choosing AW Collision Centers
 We know that you have many choices when it comes to caring for your
 vehicle and we appreciate your business!

AW Collision of Concord

2291 Via De Mercados Suite M, Concord, CA 94520
 (925) 605-2294
 Fax: (925) 476-1130
 Email: concord@awcollision.com
 Tax ID: 46-1972042 BAR #: ARD271639 EPA #: CAL000386854

Damage Assessed By: Matt Meyer
 Supplemented By: Matt Meyer
 Classification: Audi

Deductible: 200.00
 Claim Number: [REDACTED]

Owner: [REDACTED]
 Address: [REDACTED] Concord, CA [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 911961

Description: 2020 Honda CR-V EX
 Body Style: 4D Ut
 VIN: 5J6RW2H57LA [REDACTED]
 Mileage: 6,036
 OEM/ALT: 0
 Color: -GRAY
 Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
 REAR WINDOW DEFOGGER, AIR CONDITION, REAR WINDOW WIPER, CRUISE CONTROL
 TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR
 REAR (DUAL-ZONE) AC, FRONT SIDE AIRBAG WITH HEAD PROTECTION
 ANTI-LOCK BRAKE SYS., TRACTION CONTROL, FOG LIGHTS, ALUM/ALLOY WHEELS
 REARVIEW CAMERA, REMOTE IGNITION, TIRE INFLATION/PRESSURE MONITOR
 ANTI-THEFT SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, HD RADIO
 SATELLITE RADIO, POWER ADJUSTABLE EXTERIOR MIRROR, SUNROOF/MOONROOF
 PRIVACY GLASS, GENUINE WOOD TRIM, AUTO AIR CONDITION, TRIP COMPUTER
 FIRST ROW BUCKET SEAT, CLOTH SEAT, ALL WHEEL DRIVE, SIDE AIRBAGS
 AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, MP3 PLAYER
 DAYTIME RUNNING LIGHTS, TONNEAU COVER, DRIVER SEAT WITH POWER LUMBAR SUPPORT
 ELECTRONIC STABILITY CONTROL, FRONT HEATED SEATS, KEYLESS ENTRY SYSTEM
 REAR BENCH SEAT, REAR SPOILER, SIDE BLIND ZONE ALERT, SMART KEY SYSTEM
 STEERING WHEEL AUDIO CONTROLS

Drive Train: 1.5L Turbo Inj 4 Cyl AWD
 License: [REDACTED]
 Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Quarter Panel</u>							
1	101516	BDY	REMOVE/INSTALL	R Quarter Wheel Opening Midg			INC
2	101517	BDY	REMOVE/INSTALL	L Quarter Wheel Opening Midg			INC
3	100859	BDY	REMOVE/REPLACE	R Quarter Moulding Clip 3@2.32	91513-T7A-003	6.96	
4	100860	BDY	REMOVE/REPLACE	L Quarter Moulding Clip 3@2.32	91513-T7A-003	6.96	
<u>Liftgate</u>							
5	101905	BDY	REMOVE/REPLACE	Add To Transfer Liftgate Glass			0.5

ESTIMATE RECALL NUMBER: 06/16/2021 09:02:37 [REDACTED]
 Mitchell Data Version: OEM: MAR_21_V

Software Version: 7.1.241

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Page 1 of 3

Date: 5/28/2021 12:09 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Supplement: 1 (F F) 6/18/2021 09:02:50 AM
 Preliminary Profile ID: * Mitchell

6	101718	BDY	REMOVE/REPLACE	Liftgate Shell	68100-TLA-A00ZZ	1,030.71	* 5.4	#
7		REF	REFINISH	Liftgate Outside			C 2.5	
8		REF	REFINISH	Add For Liftgate Inside			C 1.3	
9	100175	BDY	REMOVE/INSTALL	Liftgate Spoiler			INC	
10	100176	BDY	REMOVE/INSTALL	Liftgate Garnish			INC #	
11	100177	BDY	REMOVE/INSTALL	License Plate Garnish			0.2	#
12	101863	BDY	REMOVE/REPLACE	R Liftgate Adhesive Nameplate	75719-TLA-A00	16.32	* 0.1	
13	101864	BDY	REMOVE/REPLACE	L Liftgate Adhesive Nameplate	75722-TLA-A00	20.20	* 0.1	
14	100179	BDY	REMOVE/INSTALL	Ctr Up'r Liftgate Trim Panel			INC	
15	100180	BDY	REMOVE/INSTALL	R Up'r Liftgate Trim Panel			INC #	
16	100181	BDY	REMOVE/INSTALL	L Up'r Liftgate Trim Panel			INC #	
17	100182	BDY	REMOVE/INSTALL	Lwr Liftgate Trim Panel			INC #	
18	102201	BDY	REMOVE/REPLACE	Liftgate Glass Adhesive	** OUAL REPL PART	38.00	*	
19	101741	BDY *	REMOVE/REPLACE	Otr Liftgate Glass Weatherstrip 3@15.29	73127-TY0-000	45.87	*	
				<u>Rear Body</u>				
20	102668	BDY	REPAIR	Rear Body Panel	Existing		1.0	#
21		REF	REFINISH	Rear Body Panel			C 1.6	
22	100949	BDY	REMOVE/INSTALL	Rear Body Trim Panel	Existing		0.3	#
23	100952	BDY	REMOVE/INSTALL	Rear Body Compartment Lid	Existing		0.1	r
24	101009	BDY	REMOVE/INSTALL	Rear Body Insulator	Existing		0.1	*
				<u>Rear Bumper</u>				
25	102776	REF	BLEND	R Rear Bumper Side Cover			C 0.5	
26	102777	REF	BLEND	L Rear Bumper Side Cover			C 0.5	
27	102779	BDY	OVERHAUL	Rear Bumper Cover Assy			2.8	#
28	102871	BDY	REMOVE/REPLACE	Rear Bumper Cover	71501-TLA-A70	305.18	INC #	
29	102877	BDY	REMOVE/REPLACE	L Rear Lwr Bumper Moulding Cover	71517-TLA-A50	24.57	* INC #	
30	102899	BDY	REMOVE/REPLACE	Rear Ctr Bumper Moulding Cover	71511-TLA-A50	26.67	* INC #	
31	102887	BDY	REMOVE/INSTALL	Rear Bumper Reinforcement Bar (Alum)	Existing		0.4	#r
				<u>Additional Costs & Materials</u>				
32	936012		ADD'L COST	Hazardous Waste Disposal			3.00	*
33	936014		ADD'L COST	Flex Additive			6.00	*
				<u>Additional Operations</u>				
34		REF	ADD'L DPR	Clear Coat			2.0	
35	933003	BDY *	ADD'L OPR	Tint Color			0.5	*
36		BDY *	ADD'L OPR	Finish Sand And Buff			0.8	
				<u>Additional Costs & Materials</u>				
37			ADD'L COST	Paint/Materials			420.00	*
				<u>Special/Manual Entry</u>				
38	900500	BDY *	REMOVE/REPLACE	License Grommets 4@3.93	90601-SNV-P01	15.72	* 0.0	*
39	900500	MCH *	ADD'L LABOR OP	Pre Scan	Existing		1.0	*
40	900500	MCH *	ADD'L LABOR OP	Reset & Clear Codes	Invoice + 25%	0.00	* 0.0	*
41	900500	BDY *	REMOVE/INSTALL	License Plate	Existing		0.2	* r

* - Judgment Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc
 r - CEG R&R Time Used For This Labor Operation

ESTIMATE RECALL NUMBER: 06/16/2021 09:02:37 [REDACTED]
 Mitchell Data Version: OEM: MAR_21_V

Software Version: 7.1.241

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Page 2 of 3

Date: 6/28/2021 12:09 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Supplement: 1 (F F) 6/16/2021 09:02:50 AM
 Preliminary
 Profile ID: * Mitchell

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	12.5	98.00	0.00	0.00	1,225.00	Taxable Parts	1,538.16
Refinish	8.4	98.00	0.00	0.00	823.20	Sales Tax @ 9.750%	150.07
Mechanical	1.0	150.00	0.00	0.00	150.00	Total Replacement Parts Amount	1,689.23
Non-Taxable Labor					2,198.20		
Labor Summary	21.9				2,198.20		
						IV. Adjustments	Amount
III. Additional Costs					Amount	Insurance Deductible	200.00-
Taxable Costs					428.00	Customer Responsibility	200.00-
Sales Tax @ 9.750%					41.73		
Non-Taxable Costs					3.00		
Total Additional Costs					472.73		
Paint Material Method: Rates Init Rate = 50.00 , Init Max Hours = 99.9, Addl Rate = 0.00							
						I. Total Labor:	2,198.20
						II. Total Replacement Parts:	1,689.23
						III. Total Additional Costs:	472.73
						Gross Total:	4,360.16
						IV. Total Adjustments:	200.00-
						Net Total:	4,160.16
						Less Original Net Total:	4,010.16
						Net Supplement Amount:	150.00
						St: Matt Meyer	150.00

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Estimate written based on information provided by customer



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE.

CERTIFIED MAIL



CONCORD



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Ave. SE: W45-212
Washington, D.C.

200A3-9382

Department of Transportation

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12/7/2022 1 18:43 PM

