

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint ----- 11517459-----  
**Date:** Thursday, June 1, 2023 11:41:38 AM  
**Attachments:** [REDACTED]  
**Importance:** High

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**From:** [REDACTED]  
**Sent:** Wednesday, May 31, 2023 6:00 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fw: Follow up to ODI Complaint ----- 11517459-----  
**Importance:** High

**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.

Hello,

As requested, please see attached an updated copy of my complaint, reference #11517459.

[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Sent:** Friday, May 19, 2023 7:52 AM  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint ----- 11517459-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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 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

17-APR-2023

Repository

Reference No.  
11517459

**OWNER INFORMATION (Type or Print)**

Name

Address

City

Chicago

State

IL

ZIP Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

3CZRZ2H75PM

MAKE

HONDA

Model

HR-V

Model Year

2023

Date Purchased

June 2022

Dealer's Name and Telephone Number

Honda of Downtown Chicago Ph: 312-265-2433

Engine:

4

Fuel Type:

Unleaded

Original Owner

Dealer's City Chicago

1111 N. Clark

STATE

IL

ZIP Code

60610

Transmission Type

CVT

Antilock Brakes

Cruise Control

Powertrain

AWD

Multiple Failure:

Incident Date(s)

17-APR-2023

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

Vehicle Components Codes: 131000 VISIBILITY:WINDSHIELD

Rear windshield exploded without contact/impact

Failure Mileage  
5000.0

Failure Speed

0-10 mph

**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

0

Reported to Police

Yes, it was reported 4/17/23

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 2023 Honda HR-V. The contact stated while in stop and go traffic there was an abnormal explosion heard. The contact pulled over on the side of the road and noticed that the rear windshield had shattered without impact. The vehicle was taken to the dealer, but no assistance was provided. The manufacturer was not contacted. The failure mileage was 5,000. The VIN was not available.

4600

Please see attached summary -> photo, and copy of bill.

CPD Police Report #

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.

NHTSA

Vehicle Owner's Questionnaire

Reference No. 11517459

Name: [REDACTED]

Date of Incident: 4/17/2023

After the windshield explosion, I brought the car to the Honda dealer I purchased the car from. I also contacted NHTSA to file a report. I also contacted Honda corporate offices to file a report. Honda told me they would assign a case manager who would contact me; however, they never did.

I informed the dealer, NHTSA and Honda that there are multiple online posts about rear windshields exploding without contact or impact in 2023 HR-V models. I showed the dealer those posts/photos on the date of the incident/when I brought the car in for repair.

The dealer did repair the windshield and said that Honda authorized the repair at no cost to me "as a one-time courtesy."

Photo below of car immediately following the explosion.



CUSTOMER # [REDACTED]  
UNIT# [REDACTED]

INVOICE

HONDA OF DOWNTOWN CHICAGO



1111 North Clark Street  
Chicago, IL 60610  
Phone: (312) 628-4900  
www.dthondachicago.com

CHICAGO, IL [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1



SERVICE ADVISOR: 310242 JOSHUA ELLIOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	23	HONDA HR-V	3CZRZ2H75PM [REDACTED]	[REDACTED]	4415/4415	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN22 DD			WAIT 17APR23		0.00	CASH	20APR23
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]		TRN:CVT_AUTOMATIC_3			
09:52	17APR23	14:46	20APR23				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: REAR WINDSHIELD GLASS SHATTERED, WHILE SHE WAS MOVING VERY SLOW  
IN TRAFFIC - CHECK AND ADVISE

CAUSE: premature wear

832120 WINDOW GLASS/ REAR TAILGATE- REPLACE.

- 310238 W (N/C)
- 1 73211-3W0-305 73200 GLASS SET, RR- (N/C)
- 2 73226-SZW-000 73999 RUBBER, RR- (STD) (N/C)
- 1 73215-3W0-A01 72310 SEAL, R- RR- (N/C)
- 1 73265-3W0-A01 72310 SEAL, L- RR- (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
sublet to autoglass masters for installation

B CHANGE ENGINE OIL AND FILTER - INSPECT AND ADJUST FLUID LEVELS -  
ADJUST TIRE PRESSURES

CAUSE: maint

1100A6 COMPLIMENTARY MAINTENANCE: MAIN SERVICE B

- 310238 W (N/C)
- 1 15400-PLM-A02 66639915400 FILTER, OIL (N/C)
- 1 94109-14000 01718790400 WASHER, DRAIN (14MM) (N/C)
- 44 HONDA-OIL .1 QT FS020-BAS-NOL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
performed oil change

C COMPLIMENTARY INSPECTION

MPI COMPLIMENTARY INSPECTION

310238 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
performed mpi

E c/s d/s front inner door handle is loose when you pull on it while  
sitting

CAUSE: DOOR CLIP ADJUSTMENT

815325 DOOR, LEFT FRONT - ADJUST. S/B: 09-046

310238 W (N/C)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER OF YOUR VEHICLE IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US WITH THE HIGHEST SCORE, PLEASE CONTACT ONE OF OUR SERVICE MANAGERS AT (312) 628-4900. YOUR SATISFACTION IS OUR MAIN CONCERN. THANK YOU.

Service Department Hours

Monday - Friday  
Drop Off 6:30 AM - 8:00 PM  
Pick Up 6:30 AM - 8:00 PM  
Technicians on duty from 8:00 - 5:00 PM

Saturday  
Drop Off 7:30 AM - 5:00 PM  
Pick Up 7:30 AM - 5:00 PM  
Technicians on duty from 8:00 AM - 5:00 PM  
Contact Service Manager (312) 628-4984

CHICAGO MOTOR VEHICLE REPAIR SHOP  
LICENSE # 100086

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

