

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Hello,

I need to know what investigative action NHTSA has taken to look into the faulty radar hardware on my CRV. Please reference my complaint number 11575275.

March 4, 2024 NHTSA ID NUMBER: 11575275

Components: FORWARD COLLISION AVOIDANCE

NHTSA ID Number: 11575275

Incident Date January 19, 2024

Consumer Location WORTHINGTON, OH

Vehicle Identification Number 7FARS4H72 [REDACTED]

On January 19, 2024 my wife was driving the CRV when it suddenly slammed on the brakes bringing the car to a full stop. The dashboard screen said Object Detected. It was a violent stop, so much so that she thought she had been rear-ended. Luckily, she was not going very fast and the car behind her was able to stop without hitting her. If it had happened at a higher speed on a busier road she and others could have been injured or killed in a crash. She called me crying and upset and could not get off the road because the problem repeated four or five more times. We had the dealership come pick up the car and they found code "P2583-54" for the radar system aiming incomplete stored in the car. They performed a static and dynamic re-aiming of the radar and said it was ok. We felt the vehicle was unsafe and entered into arbitration with NCDS. The manufacturer never explained what the cause of the radar malfunction was (such as faulty hardware, rushed manufacturing, etc) and expressly stated that they could NOT guarantee the problem would not happen again. There had been snow and ice present on that day. The sensors had problems (different alarms and sounds but no phantom braking) again on Feb. 16th. These dates are the only two significant snowfall days we have had since purchasing the vehicle. We feel the vehicle is unsafe in any amount of snow or ice and think an investigation should occur into the radar system so that a recall can be issued so that nobody gets hurt or killed. Thank you.

Why is nothing happening? This issue is going to get someone killed!

I look forward to hearing from you,

Sincerely,

[REDACTED]

PL

WORTHINGTON, OH

NET-

3/19/24

COLUMBUS OH 430

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