

HONDA 2021 CRV PASSENGER AIRBAG REPAIR TIMELINE

3/21/2024 Vehicle in for routine service. Asked Garrett Thomas if there were any recalls pertaining to the passenger side Supplementary Restraint System(SRS)
He stated there were **NO RECALLS**

NOTE: We found a recall for an SRS issue on the passenger side Airbag
NOTE: Garrett did not document the issue with the SRS on this invoice

6/20/2024 Vehicle in for routine service
Brief discussion with Haitham Fakhoury, General Manager, Operating Partner.
Haitham passed me on to Dale Lockwood, Fixed Operations Director.
Dale evaluated the vehicle and found no issue. He requested a picture of the issue if it should occur again.

It did occur again and a picture was supplied to Dale.

7/12/2024 Service scheduled by Honda to repair passenger SRS issue.
Replaced passenger seat frame & re-calibrated system.
A loaner was provided at **NO CHARGE**
Repair was performed at **NO CHARGE (SEE INVOICE)**

After 7/12/2024 repair the issue continued

7/29/2024 Called service dept. and left a message for Garrett Thomas telling him issue still exists. Received call back from Rick Nichols

RICK STATES:

***** You'll need to leave the vehicle for several days for evaluation
***** There will be a diagnostic fee
***** You would have to pay for a rental (Loaner)

We had a discussion regarding being charged on a service that they previously performed

He said , so you want everything for free?

I asked him 3X's to please go back to his management and see what we can work out and get back to me.

RESULT NO CALL BACK

TIMELINE CONTINUED

7/30/2024 Called Dale Lockwood to work out a solution to get our passenger airbag issue repaired and resolved.
Dale returned my call. I was unavailable when he called back. I recalled him.

RESULT NO CALL BACK

Continued for a period of time taking photos & documenting events

11/12/2024 Called the service dept. for a routine service appointment.
Scheduled for Friday, 11/15/2024
Called Dale Lockwood to sit with him and discuss the defective passenger SRS issue at the same time as the service.

11/15/2024 Dale repeated several times the vehicle is out of warranty.
Continued to reiterate this is a safety issue. We look to Honda to solution this.
What do we do?

Asked if Honda paid for the Seat Frame repair on 7/12/2024. Dale said Yes.
Asked if there was a recall regarding this issue, Dale said yes but not for your car.

Dale emailed the Field Repair Rep during the meeting. The Rep responded back quickly.

The Field Repair Rep responded that this has happened with passengers as high as 120 Lbs.

NOTE: SEE ENCLOSED EXHIBIT #1 STATING HONDA THRESHOLD LIMIT OF 65 LBS.

Commented to Dale, that indicates there is a serious safety issue that needs to be addressed.

No resolution to our safety issue.

Told Dale I'd stay in contact with him and he requested to email him as the easiest way for him to respond.

TIMELINE CONTINUED

11/26/2024 Emailed Dale Lockwood today with questions and the results of an action that he requested we perform.

11/27/2024 Dale responded today indicating he spoke with the Rep and stated they can't touch it.

PLEASE SEE EMAIL MARKED ---EMAIL #1

12/4/2024 Emailed Dale again alerting him to another incident today. I informed him of a procedure I performed at a stop light to see what action what happened.

12/5/2024 Dale responded that my passengers weight is on the threshold of the airbab engagement and nothing can be done.

PLEASE SEE EMAIL MARKED ---EMAIL #2

REFERENCE: PLEASE SEE DOCUMENTS: HONDA MANUAL AND GOOGLE SEARCH PERTAINING TO PRECAUTIONS AND WEIGHT LIMITS.

NOTE: PLEASE BE ADVISED, THE PASSEMGER IN MY VECHICLE AT THE TIME OF THESE INCIDENCES IS OVER 100 LBS.

ACTION PHOTO DOCUMENTATION - 12/08/24

DATE: 12/08/2024

PLEASE NOTE:

PASSENGER IN PASSENGER SEAT (LOWER RIGHT)

VEHICLE IN GEAR (CENTER)

PASSENGER BAG OFF (CENTER UNDER A/C CONTROLS)

AUTO IN MOTION (TOP LEFT, 47 MPH)



2020-21 CR-V Seat Weight Sensor Safety Recall

NHTSA RECALL NUMBER: 24V-064
MFR CAMPAIGN ID: KHO
CAMPAIGN DESCRIPTION: 2020-21 CR-V Seat Weight Sensor Safety Recall
RECALL DATE: 02/01/2024
RECALL STATUS: 17 Character VIN Required

SUMMARY:

American Honda Motor Co., Inc. (Honda) is recalling certain 2020-2021 model year CR-V vehicles. A capacitor in the printed circuit board of the front passenger seat weight sensor may crack and lead to an internal short circuit from the exposure to environmental humidity.

SAFETY RISK:

In the event of a crash, the front passenger frontal and knee airbags may deploy despite the presence of an infant in a child seat or child, increasing the risk of injury.

REMEDY:

Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will replace the seat weight sensor with a non-defective part. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA. For additional questions, owners may contact American Honda's Customer Support & Campaign Center at 1-888-234-2138.

RECALL NOTICE



GARY YEOMANS

752 N. Tomoka Farms Rd. • Daytona Beach, FL 32124
 Phone: (386) 253-4478 • Web: www.garyyeomanshonda.com
 State of Florida Registration # MV-

asked about recall

SERVICE INVOICE

CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR GARRETT THOMAS	TAG NO. 4180	8092	INVOICE DATE 03/01/24	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. 1	MILEAGE 57,769	COLOR PLATINUM WH	STOCK NO. E024811
[REDACTED]	YEAR / MAKE / MODEL 21/HONDA/CR-V/4DR EX-L FWD			DELIVERY DATE	DELIVERY MILES 78
[REDACTED]	VEHICLE I.D. NO. 7 F A R W 1 H 8 X M E [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F T E. NO.	P O. NO.	[REDACTED]	R O. DATE 03/01/24	[REDACTED]
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 5777

JOB# 1 CHARGES

LABOR

J# 1 02HOZLIFETIME LIFE TIME OIL CHANGE TECH(S):8264 49.00
 MAINTENANCE MINDER B SERVICE: CHANGE ENGINE OIL AND FILTER,
 PER CUSTOMERS REQUEST.
 TOP OFF TIRES AND FLUIDS, INCLUDES CAR WASH THIS IS A \$24.95
 VALUE.
 ROUTINE MAINTENANCE.
 OIL AND FILTER CHANGE COMPLETED AS PER CUSTOMER REQUEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15400-PLM-A02	FILTER, O 15400	12.86	12.86
	1	94109-14000	WASHER, D 90400	0.81	0.81
	4	0W20FS	HONDA 0W2	6.82	27.28
		API SERVICE SN / ILSAC GF-5			
				TOTAL - PARTS	40.95

MISC

664 LIFE TIME OIL CHANGE CONTROL NO. -106.59
 TOTAL - MISC -106.59

JOB# 1 TOTALS

LABOR 49.00
 PARTS 40.95
 MISC -106.59

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL -16.64

JOB# 2 CHARGES

LABOR

J# 2 02HOZ022 REPLACE BRAKE FLUID TECH(S):8264 113.95
 MAINTENANCE MINDER 7 PERFORM BRAKE FLUID EXCHANGE AS PER
 CUSTOMER REQUEST.
 ROUTINE MAINTENANCE.
 SERVICE COMPLETED AS PER REQUEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	08798-9108	FLUID, DO S8740	34.00	34.00
		32 0Z			
				TOTAL - PARTS	34.00

JOB# 2 TOTALS

LABOR 113.95
 PARTS 34.00

JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 147.95

JOB# 3 CHARGES

LABOR

J# 3 02HOZCVT CVT TRANSMISSION SRV TECH(S):8264 74.37
 PERFORM CVT TRANSMISSION SERVICE PER CUSTOMER REQUEST
 ROUTINE MAINTENANCE.
 CVT TRANSMISSION SERVICE COMPLETED

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

ALL PARTS NEW UNLESS OTHERWISE INDICATED

DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTE ALL OF THE WARRANTY WITH RESPECT TO THE SALE OF THESE ITEM THE SELLER HERE EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.



GARY YEOMANS

752 N. Tomoka Farms Rd. • Daytona Beach, FL 32124
 Phone: (386) 253-4478 • Web: www.garyyeomanshonda.com
 State of Florida Registration # MV-

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR GARRETT THOMAS	4180	TAG NO. 7758	INVOICE DATE 06/20/24	IN
[REDACTED]	LABOR RATE	LICENSE NO. 1	MILEAGE 65,472	COLOR PLATINUM WH	STOCK NO. E024811
PALM COAST, FL	YEAR / MAKE / MODEL 21/HONDA/CR-V/4DR EX-L FWD	DELIVERY DATE		DELIVERY MILES 78	
[REDACTED]	VEHICLE I.D. NO. 7 F A R W 1 H 8 X M E	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/20/24		
[REDACTED]	BUSINESS PHONE	COMMENTS		MO: 6547	

LABOR-----

J# 1 02HOZLIFETIME LIFE TIME OIL CHANGE TECH(S):8264 29.00
 MAINTENANCE HINDER B SERVICE: CHANGE ENGINE OIL AND FILTER,
 PER CUSTOMERS REQUEST.
 ROUTINE MAINTENANCE.
 OIL AND FILTER CHANGE COMPLETED AS PER CUSTOMER REQUEST.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1	15400-PLM-A02	FILTER, O 15400	12.84
1	94109-14000	WASHER, D 90400	0.83
4	0W20FS	HONDA 0W2	6.82
API SERVICE SN / ILSAC GF-5			
TOTAL - PARTS			40.95

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

664	LIFE TIME OIL CHANGE	
TOTAL - MISC		-82.89

JOB# 1 TOTALS-----

LABOR	29.00
PARTS	40.95
MISC	-82.89
JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL	-12.94

JOB# 2 CHARGES-----

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits t the motor vehicle repair facility for item such as miscellaneous shop supplie and/or waste disposal. [s.559.904(4)]

The State of Florida requires a \$1.00 fe to be collected for each new tire sold in th state [s.403.718] and a \$1.50 fee to b collected for each new or remanufacture battery sold in the state. [s.403.7185].

ALL PARTS NEW UNLESS OTHERWISE INDICATED

DISCLAIMER OF WARRANTIES: THE FACTORY WARRANTY CONSTITUTE ALL OF THE WARRANTIES WITH RE SPECT TO THE SALE OF THESE ITEMS THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHEI EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MER CHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLEI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOI IT ANY LIABILITY IN CONNCTIOI WITH THE SALE OF THIS ITEM/ITEMS PARTS AND LABOR ARE GUARANTEEI FOR EITHER 12 MONTHS OR 12,00 MILES, WHICHEVER OCCURS FIRS UNLESS OTHERWISE SPECIFIEI OTHER STANDARD MANUFACTUREI WARRANTIES MAY APPLY. ASK YOUI SERVICE ADVISOR FOR DETAILS.

LABOR-----

J# 2 28HOZZSR53 AIRBAG CONCERN TECH(S):8264 INTERNAL

CUSTOMER STATES THE PASSENGER SIDE AIR BAG LIGHT SAYS OFF WHEN THERE IS A PASSENGER IN THE RIGHT FRONT SEAT THE PROBLEM IS INTERMITTENT AND CUSTOMER WANTED US TO DOCUMENT ON THE REPAIR ORDER. NO CODES STORED. TEST DROVE VEHICLE. VERIFIED SEAT DOES NOT HAVE AN OBSTRUCTION. TEST DROVE VEHICLE WITH CUSTOMER AND SERVICE MANAGER. COULD NOT DUPLICATE CUSTOMER CONCERN. INFORMED CUSTOMER TO DRIVE VEHICLE OVER THE NEXT 3 DAYS AND MONITOR PASSENGER AIR BAG LIGHT. IF PROBLEM DUPLICATES, PLEASE TAKE A PICTURE IN A SAFE MANNER AND RETURN VEHICLE FOR ORDERING OF LOWER SEAT FRAME.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL	0.00
---	------

JOB# 3 CHARGES-----

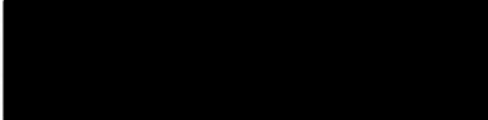
LABOR-----

J# 3 00HOZ MULTI-POINT INSPECT TECH(S):8264 INTERNAL

PERFORM COMPLIMENTARY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST. MULTI-POINT INSPECTION, AND EXTERIOR AUTO CAR WASH. (THIS IS A \$24.95 VALUE) DAMAGED VEHICLES AND/OR INCLEMENT WEATHER MAY PROHIBIT WASH. COMPLIMENTARY MULTI-POINT INSPECTION COMPLETED AS REQUESTED



752 N. Tomoka Farms Rd. • Daytona Beach, FL 32124
 Phone: (386) 253-4478 • Web: www.garyyeomanshonda.com
 State of Florida Registration # MV-



CUSTOMER NO.	ADVISOR GARRETT THOMAS	4180	TAG NO. 7037	INVOICE DATE 07/12/24	CELL
	LABOR RATE	LICENSE NO. 1	MILEAGE 66,896	COLOR PLATINUM WH	E0248:
PALM COAST, FL	YEAR / MAKE / MODEL 21/HONDA/CR-V/4DR EX-L FWD	VEHICLE I.D. NO. 7 F A R W 1 H 8 X M E		DELIVERY DATE	DELIVERY MI
	F.T.E. NO.	P.C.	R.O. DATE 07/12/24	SELLING DEALER NO.	PRODUCTION
BUSINESS PHONE	COMMENTS				

JOB# 1 CHARGES-----

LABOR-----

1 28HOZ SRS/RESTRAINTS TECH(S):4173 WARRANTY

Customer states the passenger's airbag light comes on even when a person is sitting in the passenger's seat customer has photos of it happening check and advise. SOP IN FOUND PASSENGER SEAT FRAME CAUSING ISSUES WITH INTERMITTENT AIR BAG LIGHT COMING ON. REPLACED PASSENGER FRONT SEAT FRAME AND RE CALIBRATED SYSTEM

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	81201-TBA-A61	SLIDE, SW 81999		
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

COMMENTS-----

RECOMMENDED NOT DONE/ DECLINED SERVICES-----

DELETED OPERATION(S)-----

00HOZ MULTI-POINT INSPECT

TOTALS-----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE _____

SHOP SUPPLIES AND HAZA WASTE DISPOSAL CHAR

This charge represents costs at the motor vehicle repair facility such as miscellaneous shop and/or waste disposal. [s.559.9]

The State of Florida requires a to be collected for each new tire : state [s.403.718] and a \$1.50 collected for each new or reman battery sold in the state. [s.403.7

ALL PARTS NEW UNLESS OTI INDICATED

DISCLAIMER OF WARRANTY
 FACTORY WARRANTY CONS ALL OF THE WARRANTIES V SPECT TO THE SALE OF THIS THE SELLER HEREBY EXP DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INC ANY IMPLIED WARRANTY C CHANTABILITY OR FITNESS PARTICULAR PURPOSE.
 NEITHER ASSUMES NOR AUTH ANY OTHER PERSON TO ASSL IT ANY LIABILITY IN CONN WITH THE SALE OF THIS ITEI PARTS AND LABOR ARE GUAR FOR EITHER 12 MONTHS OF MILES, WHICHEVER OCCURS UNLESS OTHERWISE SPI OTHER STANDARD MANUFAC WARRANTIES MAY APPLY. AS SERVICE ADVISOR FOR DETAIL



GARY YEOMANS

752 N. Tomoka Farms Rd. • Daytona Beach, FL 32124
 Phone: (386) 253-4478 • Web: www.garyyeomanshonda.com
 State of Florida Registration # MV-

CUSTOMER NO	ADVISOR GARRETT THOMAS	TAG NO. 4180	INVOICE DATE 11/15/24
	LABOR RATE	LICENSE NO. 1	MILEAGE 73,420
	YEAR / MAKE / MODEL 21/HONDA/CR-V/4DR EX-L FWD	COLOR PLATINUM WH	E024811
PALM COAST, FL	VEHICLE I.D. NO. 7 F A R W 1 H 8 X M E	DELIVERY DATE	DELIVERY MILES 7
	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	R.O. DATE 11/15/24

MO: 734

LABOR-----
J# 1 02HOZLIFETIME LIFE TIME OIL CHANGE TECH(S):10617 INTERNAL
 MAINTENANCE MINDER B SERVICE: CHANGE ENGINE OIL AND FILTER,
 PER CUSTOMERS REQUEST.
 ROUTINE MAINTENANCE.
 OIL AND FILTER CHANGE COMPLETED AS PER CUSTOMER REQUEST.
 BE ADVISED THAT DECLINING MANUFACTURES RECOMMENDATIONS COULD
 DIRECTLY AFFECT ANY WARRANTY ASSOCIATED WITH YOUR VEHICLE,
 UP TO AND INCLUDING VOIDING THE WARRANTY.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 15400-PLM-A02 FILTER, D 15400	INTERNAL
1 94109-14000 WASHER, D 90400	INTERNAL
4 OW20FS HONDA OW2	INTERNAL
API SERVICE SN / ILSAC GF-5	
TOTAL - PARTS	0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 664 LIFE TIME OIL CHANGE
 TOTAL - MISC INTERNAL 0.00

JOB# 1 TOTALS-----
 JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 00HOZ MULTI-POINT INSPECT TECH(S):10617 INTERNAL
 PERFORM COMPLIMENTARY MULTI-POINT INSPECTION AS PER CUSTOMER
 REQUEST.
 MULTI-POINT INSPECTION, AND EXTERIOR AUTO CAR WASH. (THIS IS
 A \$24.95 VALUE) DAMAGED VEHICLES AND/OR INCLEMENT WEATHER
 MAY PROHIBIT WASH.
 COMPLIMENTARY MULTI-POINT INSPECTION COMPLETED AS REQUESTED
 AND RESULTS REVIEWED BY SERVICE CONSULTANT.

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A ISS INTERNAL SHOP SUPPLIES
 TOTAL - MISC INTERNAL 0.00

COMMENTS-----RECOMMENDED NOT DONE/ DECLINED SERVICES-----				
02HOZ026 FUEL INDUCTION SVC	TECH: 10617	FOLLOW-UP: 11/29/24	\$168.81	
COMMENTS: SERVICED EVERY 40,000 MILES				
02HOZ024 RPLC ENGINE COOLANT	TECH: 10617	FOLLOW-UP: 11/29/24	\$170.70	
COMMENTS: 5 YEARS OR 60,000 MILES				
15HOZZYTIREF YELLOW FRONT TIRES	TECH: 10617	FOLLOW-UP: 11/29/24		

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
 This charge represents costs and profits the motor vehicle repair facility for iter such as miscellaneous shop suppli and/or waste disposal. [s.559.904(4)]

The State of Florida requires a \$1.00 f to be collected for each new tire sold in t state [s.403.718] and a \$1.50 fee to collected for each new or remanufactur battery sold in the state. [s.403.7185].

ALL PARTS NEW UNLESS OTHERWISE INDICATED

DISCLAIMER OF WARRANTIES: TH FACTORY WARRANTY CONSTITUTE ALL OF THE WARRANTIES WITH R SPECT TO THE SALE OF THESE ITEM THE SELLER HEREBY EXPRESSI DISCLAIMS ALL WARRANTIES, EITHE EXPRESS OR IMPLIED, INCLUDIN ANY IMPLIED WARRANTY OF MEI CHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. SELLE NEITHER ASSUMES NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FO IT ANY LIABILITY IN CONNECTIO WITH THE SALE OF THIS ITEM/ITEM PARTS AND LABOR ARE GUARANTEE FOR EITHER 12 MONTHS OR 12,00 MILES, WHICHEVER OCCURS FIRS UNLESS OTHERWISE SPECIFIEI OTHER STANDARD MANUFACTURE WARRANTIES MAY APPLY. ASK YOU SERVICE ADVISOR FOR DETAILS.

Conversation 11/15/2025/Update

E-MAIL # 1

From: [REDACTED]

To: dlockwood@bighonda.com

Date: Tuesday, November 26, 2024 at 10:50 AM EST

Good morning Dale.

I hope this email finds you well. I wanted to thank you again for taking the time to sit with me and discuss the issue with the passenger side air bag issue on my 2021 Honda CR-V.

I appreciate your efforts in trying to help me resolve this important safety issue. Especially your reaching out to your Field Service Rep. I was impressed with the immediate response from him and very surprised to hear that this is an issue that he has encountered previously with individuals weighing up to 120 lbs.

Based on his comments regarding this issue I would like to know what the solution was to this problem. Was this flaw reported back to Honda? Is there a fix to insure the air bag activates? What did he do to rectify the problem with other Honda owners? Is there a software fix available to modify the weight limits?

Also, you asked that my wife and I switch seats. She drive and I become the passenger. We have been doing this. Each time the Air Bag(AB) indicator went out indicating the bag is on. But, just recently with my wife in the passenger seat and me driving the AB light stayed on indicating the AB is off, but after driving for a short period the light went out indicating the AB is on.

I am very perplexed and concerned as to what the next course of action is. Could you please get back with me and let me know what options we have.

Thanks,
[REDACTED]

**OVER
PLEASE**

Pg. 1 of 2

RE: [EXTERNAL] Conversation 11/15/2025/Update

From: Dale Lockwood (dlockwood@bighonda.com)

To: [REDACTED]

Date: Wednesday, November 27, 2024 at 02:41 PM EST

I spoke with the Rep and he stated that the vehicle is set to government safety guidelines and we can't touch it. If we do and the airbag deploys she could be injured.



Dale Lockwood
Fixed Operations Director

Phone: (386) 253-4478 Ext.7050
Fax: (386) 252-1935
E-mail: Dlockwood@bighonda.com
752 N Tomoka Farms Rd.
Daytona Beach, FL 32124
<https://www.garyyeomanshonda.com>

From: [REDACTED]
Sent: Tuesday, November 26, 2024 10:51 AM
To: Dale Lockwood <dlockwood@bighonda.com>
Subject: [EXTERNAL] Conversation 11/15/2025/Update

Good morning Dale.

I hope this email finds you well. I wanted to thank you again for taking the time to sit with me and discuss the issue with the passenger side air bag issue on my 2021 Honda CR-V.

I appreciate your efforts in trying to help me resolve this important safety issue. Especially your reaching out to your Field Service Rep. I was impressed with the immediate response from him and very surprised to hear that this is an issue that he has encountered previously with individuals weighing up to 120 lbs.

Based on his comments regarding this issue I would like to know what the solution was to this problem. Was this flaw reported back to Honda? Is there a fix to insure the air bag activates? What did he do to rectify the problem with other Honda owners? Is there a software fix available to modify the weight limits?

Also, you asked that my wife and I switch seats. She drive and I become the passenger. We have been doing this. Each time the Air Bag(AB) indicator went out indicating the bag is on. But, just recently with my wife in the passenger seat and me driving the AB light stayed on indicating the AB is off, but after driving for a short period the light went out indicating the AB is on.

I am very perplexed and concerned as to what the next course of action is. Could you please get back with me and let me know what options we have.

pg. 2 of 2

Good Morning Dale

E-MAIL #2

From:

To: dlockwood@bighonda.com

Date: Wednesday, December 4, 2024 at 07:11 AM EST

and I hope you had a great Thanksgiving.

I wanted to write to you to make you aware of another incident yesterday with the air bag situation on our 2021 CRV.

We began traveling yesterday and the SRS light stayed on indicating the passenger side airbag was off.

I asked my wife to raise herself off the seat and sit back down. The indicator light remained on, SRS off.

Therefore, I tried this.

I came to a stop light. I put the car in park and shutoff the engine. I waited 10 seconds. I then started the car put it in park and the indicator light went off indicating the SRS is active. During this, my wife never moved.

Would you discuss this with your Field Repair Rep. It appears to me as a novice on this situation it's not the seat sensor but something electronic.

Could you please get back to me and let me know what you think.

Thanks,

PLEASE
SEE PG.#2

Pg. 1 of 3

RE: [EXTERNAL] Good Morning Dale

E-MAIL #2

From: Dale Lockwood (dlockwood@bighonda.com)

To: [REDACTED]

Date: Thursday, December 5, 2024 at 11:06 AM EST

He stated unless it happens with somebody else sitting in the seat other than her do to her weight being on the threshold of the airbag engagement nothing can be done.



Dale Lockwood
Fixed Operations Director

Phone: (386) 253-4478 Ext.7050

Fax: (386) 252-1935

E-mail: Dlockwood@bighonda.com

752 N Tomoka Farms Rd.
Daytona Beach, FL 32124

<https://www.garyyeomanshonda.com>



From: [REDACTED]
Sent: Wednesday, December 4, 2024 7:11 AM
To: Dale Lockwood <dlockwood@bighonda.com>
Subject: [EXTERNAL] Good Morning Dale

[REDACTED] and I hope you had a great Thanksgiving.

I wanted to write to you to make you aware of another incident yesterday with the air bag situation on our 2021 CRV.

We began traveling yesterday and the SRS light stayed on indicating the passenger side airbag was off.

I asked my wife to raise herself off the seat and sit back down. The indicator light remained on, SRS off.

Therefore, I tried this.

I came to a stop light. I put the car in park and shutoff the engine. I waited 10 seconds. I then started the car put it in park and the indicator light went off indicating the SRS is active. During this, my wife never moved.

Would you discuss this with your Field Repair Rep. It appears to me as a novice on this situation it's not the seat sensor but something electronic.

Pg. 2 of 3

Could you please get back to me and let me know what you think.

Thanks,



99.3063

GOOGLE EXHIBIT #1 SEARCH

9:07

94%




EXHIBIT #1

All Shopping Images Videos For

◆ AI Overview



According to Honda information, the weight threshold on a passenger side airbag in a Honda CR-V is approximately 65 pounds (29 kilograms), meaning the airbag will deactivate if the weight sensor detects a passenger

weighing less than this amount, typically signifying a small child or infant on the seat. 

Key points about the Honda



Home



Search



Saved



Notifications



▶ Airbags ▶ Airbag System Indicators

Airbag System Indicators

If a problem occurs in the airbag system, the SRS indicator will come on and a message appears on the driver information interface.

Supplemental Restraint System (SRS) Indicator

- When the ignition switch is turned to ON [I]†1

The indicator comes on for a few seconds, then goes off. This tells you the system is working properly.



If the indicator comes on at any other time, or does not come on at all, have the system checked by a dealer as soon as possible. If you don't, your airbags and seat belt tensioners may not work properly when they are needed.

Supplemental Restraint System (SRS) Indicator

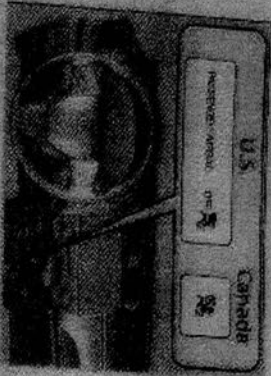
▲WARNING

Ignoring the SRS indicator can result in serious injury or death if the airbag systems or tensioners do not work properly.

Have your vehicle checked by a dealer as soon as possible if the SRS indicator alerts you to a possible problem.

†1 Models with the smart entry system have an ENGINE START/STOP button instead of an ignition switch.

Passenger Airbag Off Indicator



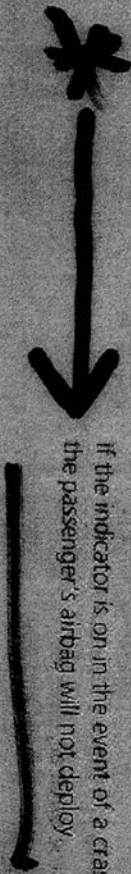
When the passenger airbag off indicator comes on

The indicator comes on to alert you that the passenger's airbag has been turned off.

This occurs if the seat is empty or when the weight sensors determine that a small child or infant is on the passenger seat.

Children age 12 or under should always ride properly restrained in a back seat.

If the indicator is on in the event of a crash, the passenger's airbag will not deploy.



Passenger Airbag Off Indicator

To ensure the passenger is detected properly, confirm that:

- The occupant is sitting in an upright position, wearing the seat belt properly and the seat back is not excessively reclined.
- The occupant is not leaning against the foot or center console.
- The occupant's feet are placed on the floor in front of them.
- There are no objects hanging from the front passenger's seat.
- Only small, lightweight objects are in the seat belt pocket.
- No liquid has been spilled on or under the seat.
- There is no child seat or other object pressing against the rear of the seat or seat back.
- There is no rear passenger pushing or pulling on the back of the front passenger's seat.
- There are no objects placed under or beside the front passenger's seat. Improperly positioned objects can interfere with the advanced airbag sensors.
- The floor mat behind the front passenger's seat is set in the correct position evenly on the floor. Improperly placed mat can interfere with the advanced airbag sensors.
- The head restraint is not contacting the roof.

► Airbags ► Airbag System Indicators

■ Passenger Airbag Off Indicator

The passenger airbag off indicator may come on and go off periodically if the total weight on the seat is near the airbag cutoff threshold. For a small adult, depending on physique and posture, the system may not recognize him/her as an adult and thus deactivate the front passenger's airbag.

If this occurs, please confirm that the conditions set forth in the above bullet points on the previous page are met.

If the above conditions are met and the indicator is still on, then with the transmission in park, turn the ignition off and back on.

Have your vehicle checked by a dealer as soon as possible if:

- All of the above conditions are met, and the indicator comes on with an adult seated in the front passenger seat.
- The seat is empty and the indicator is off. Do not allow an adult passenger to ride in the front seat when the indicator is on.

CERTIFIED MAIL



Mount Dora, FL

Retail



U.S. POSTAGE PAID
FCM LG ENV
PALM COAST, FL 32137
JAN 02, 2025

20590

\$11.54

RDC 99

S2324A502800-30

Department of Transportation
To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered
Sender:

DOT



1/8/2025 10:40:36 AM

NHTSA Headquarters
1200 New Jersey Avenue S
West Building
Washington DC 20590.

Water and Tear Resis

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

NHTSA HEADQUARTERS

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

Agent
 Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No