

NHTSA Consumer Complaints as of June 10, 2019

12 11192353 2017 HONDA CR-V Forward Collision TL* THE CONTACT OWNS A 2017 HONDA CR-V. THE CONTACT STATED THAT THE AUTOMATIC BRAKE SYSTEM INDICATOR ILLUMINATED, BUT THERE WERE NO VEHICLES AHEAD. THE FAILURE ONLY OCCURRED WHILE DRIVING ON BACK ROADS AND SIDE STREETS. IN ADDITION, THE AUTO SAFETY FEATURE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO BOCH HONDA (3927, 279 BOSTON PROVIDENCE HWY, NORWOOD, MA 02062, (877) 657-6352) WHERE IT WAS DIAGNOSED THAT A SOFTWARE UPDATE WAS NEEDED. THE VEHICLE WAS REPAIRED, BUT THE UPDATE FAILED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000.

MANFIELD MA Failure Date: 03/07/2018