



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 23, 2011

[REDACTED]
Cincinnati, OH [REDACTED]

NVS-216 et
Ref. No. 10379162

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2001 Honda Passport vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI).

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you express frustration with a local dealership. You took your MY 2001 Honda Passport to them to have recall remedy NHTSA Safety Recall Campaign No. 10V-436 completed. The dealership told you that your vehicle is not repairable due to the extent of the rust corrosion. You were also not provided a resolution to this problem despite your continued requests to the dealership and Honda.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fail to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. The code also specifies that a manufacturer may remedy a defect by refunding the purchase price of a vehicle, less a reasonable allowance for depreciation. In situations where there is extreme corrosion and a vehicle cannot be repaired Isuzu, the manufacturer of Honda Passport vehicles, is offering an appropriate remedy, which is an offer to repurchase the vehicle at the Kelly Blue Book private owner price. The actual price is impacted by the model year of the vehicle, its mileage, its trim level, and its overall condition (unrelated to any corrosion that may exist in the area of the rear suspension lower link brackets). We recommend that you contact the manufacturer for more information regarding the repurchase offer.

In your correspondence you inquire as to whether ODI considered opening an engineering analysis subsequent to the closing of preliminary evaluation (PE) 09-030.

On December 7, 2010, ODI upgraded its investigation to engineering analysis (EA) 09-018 to further assess the scope, frequency and risk to motor vehicle safety of the alleged defect in MY 1998 through 2002 Honda Passport vehicles. Based on that information, ODI initiated NHTSA Safety Recall Campaign No. 10V-436 on September 22, 2010 and closed EA 09-018. Once a recall is opened no further investigation is required; however, we do monitor the performance and adequacy of the recall remedy.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, prominent "R" and "R".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement