



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 22, 2011

[REDACTED]
Boise, ID [REDACTED]

NVS-216 et
Ref. No. 10380478

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1997 Honda Accord vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 describe the difficulty you encountered in having safety-related recall work performed on your MY 2007 Honda Accord after receiving a recall notification letter from Honda. You also state that the manufacturer informed you that your vehicle was originally sold in Canada.

We apologize for the difficulty you encountered in having safety-related repairs performed on your vehicle; however, like Honda, we were unable to locate any outstanding recalls related to your MY 1997 Honda Accord. Furthermore, we contacted Honda Canada and were informed that your vehicle was not originally sold in Canada. We recommend that you continue to contact Honda to resolve your vehicle recall problems.

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" at the beginning and end of the name.

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