



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

August 6, 2013

[REDACTED]  
Springfield, VA [REDACTED]

NVS-216 nam  
Ref. No. 10424809

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2009 Honda Civic Hybrid 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 motor 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 trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate your report and the previous reports we received on August and September of 2011 regarding your MY 2009 Honda Civic Hybrid vehicle. You indicate that your vehicle has problems with the brakes, tires, exterior paint finish, air conditioner, electrical system, acceleration, gas mileage, and trunk seals. You alleged these numerous problems qualify your vehicle as a "lemon." You request that Honda buy back the vehicle or refund the cost of the most recent brake and electrical repairs.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the numerous problems you experienced with your MY 2009 Honda Civic Hybrid vehicle. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

Your requests to have Honda buy back your vehicle or reimburse you for repair expenses does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Virginia Office of the Attorney General regarding your problems and rights under the State laws. You may also ask your dealership for a meeting with a Honda district manager regarding your problems. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Motor vehicle fuel economy problems should be directed to the Environmental Protection Agency (EPA). You may contact the EPA on their web site at [fuelconomy.gov](http://fuelconomy.gov) or by writing to:

Environmental Protection Agency  
Ariel Rios Building  
1200 Pennsylvania Avenue, N.W.  
Mail Code 3213A  
Washington, DC 20460

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) 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 from our web site.

Sincerely yours,



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