



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

December 21, 2012

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

[REDACTED]
Annandale, MA [REDACTED]

NVS-216 nam
Ref. No. 10477844

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Honda Fit. Your correspondence 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 trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you took your MY 2007 Honda Fit to a Honda dealership to have it serviced and to have three open recalls were completed. One recall involved addressing a malfunction in the driver and passenger front air bags. In addition, to the air bag recall, the dealer found another air bag problem and you were charged \$415.18 to replace the driver's side air bag inflator cable reel. You believe the air bag inflator cable reel repair is related the recall; therefore, you made a request for a reimbursement. However, your reimbursement claim was denied by Honda. You believe this is a safety concern and that Honda should be responsible for the additional air bag repair.

In December 2007, Honda initiated NHTSA Safety Recall Campaign No. 11V-549 (copy enclosed), to address a corrosion problem with the Supplemental Restraint System (SRS) wiring harness. The harness is located on the driver's side floor of MY 2007 Honda Fit vehicles. The recall involves vehicles registered and sold in certain salt belt States. Salt from the snow on the driver's shoes will melt and may penetrate the carpet and leak into the wire harness causing the SRS indicator light to illuminate. Honda dealers are instructed to inspect and replace the wire harness if needed. .

Your vehicle's problem with the air bag inflator cable reel is a separate issue and the repair is not included in the recall remedy. We have reviewed our database in an effort to identify whether a safety defect trend exists with air bag inflator cable reels in MY 2007 Honda Fit vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. 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.

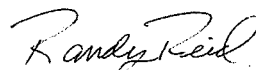
We cannot assist you in obtaining a reimbursement from Honda because vehicle repairs not associated with a recall do not fall under our jurisdiction. Furthermore, our statute does not require manufacturers to reimburse owners for additional cost associated with a safety recall (e.g.; lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, misdiagnosis, etc.). Also, our statute does not authorize NHTSA to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for additional costs associated with an alleged defect.

If you have not done so, you may consider contacting your local Consumer Protection Agency or the Massachusetts Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with a Honda district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction remuneration matters. There are three ways you can 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.ftccpmplaintassistant.gov.

You may 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 can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

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 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

Enclosure