



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 29, 2013

Mr. Chris Jackson
Attorney at Law
1812 Centre Creek Drive, Suite 275
Austin, TX 78754

NVS-216 nlm
Ref. No. 10533547

Dear Mr. Jackson:

Thank you for your correspondence on behalf of your nephew, [REDACTED], concerning his model year (MY) 2003 Honda Pilot vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates the key became stuck in the ignition of his MY 2003 Honda Pilot. He had to take the vehicle to a dealer for assistance in removing the key. The dealer determined the ignition lock cylinder required replacement, but advised [REDACTED] the repair would not be covered by Honda. However, after he paid for the repair he received a recall notice from Honda concerning the ignition interlock switch on his vehicle. Therefore, [REDACTED] requests a reimbursement from Honda for the repair expense he incurred.

According to the repair order you provided, [REDACTED] had the ignition lock cylinder replaced on December 21, 2010. The recall (NHTSA Safety Recall Campaign No. 12V-573) addressing the interlock lever of the ignition switch was initiated on December 10, 2012 which is two years after [REDACTED] paid for the repair. The recall states Honda will install an updated shift interlock and, if necessary, replace any necessary part of the ignition switch. Based on this

information, [REDACTED] may be eligible for a reimbursement. You enclosed a copy of the reimbursement form you sent to Honda, including the required documents. At this time, we recommend that you continue to contact Honda regarding the status of [REDACTED] reimbursement.

Please note that Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can 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 at our web site.

Sincerely,

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

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