



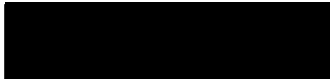
U.S. Department
of Transportation

**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

February 4, 2014



NVS-216
Ref. No. 10551301

Dear 

Thank you for your correspondence concerning your model year (MY) 1991 Honda Civic. 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 may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate the seat belt light in your MY 1991 Honda Civic illuminates and the audible seat belt alarm sounds indicating a problem with the restraint system. In addition, you noticed that the seat belt no longer tightens when the brake is applied. You contacted Honda and they told you there is a lifetime warranty on the seat belt; however, when you contacted a local dealership they claim to have no knowledge of such warranty.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to seat belt restraint system in MY 1991 Honda Civic vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, 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 recommend that you continue to work with Honda and the dealer for further assistance regarding the seat belt repair and the warranty. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your requests regarding where you can have your seat belts repaired and warranty issues do not fall under our jurisdiction. The Federal Trade Commission (FTC) has jurisdiction over warranty and dealership problems, non-safety defects, paint, fraud or deception, remuneration matters, and fair trade practices. 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.ftccomplaintassistant.gov.

In addition, 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 can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call 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, 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 on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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