



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

November 25, 2015

[REDACTED]

Long Beach, CA [REDACTED]

NEF-160 nwh
Ref. No. 10721948

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Honda Fit. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that in March 2011, you took your MY 2007 Honda Fit to a local dealer to have a headlight recall performed. However, you recently found out that the recall repair was not performed after your headlights failed in April 2015. You state that your mechanics confirmed that the recall was never completed. You took your vehicle to another Honda dealer to have the recall performed, but according to their records the recall had been completed. Your mechanic removed the steering column cover and you returned the dealer to show them that the recall had not been performed. This time the dealer completed the recall, but you are still are concerned quality of the dealers repair. You feel that the recall put you in a dangerous situation and have concerns about the drivers power window switch recall. Moreover, Honda and the dealer did not provide a loaner vehicle during the two days it took to complete the recall, which you feel was a major inconvenience.

NHTSA is aware of the recall that addresses a problem with the low-beam headlights in certain MY 2007 and MY 2008 Honda Fit vehicles (NHTSA Safety Recall Campaign No. 10V-624). A terminal in the combination light switch 16P harness connector can overheat and may cause the low-beam headlights to fail without warning. Although the high-beam position remains operational, an unexpected loss of low-beam functionality may result in a crash. Please note that NHTSA cannot guarantee the success of the remedy installed in your vehicle by your dealer. However, we do not have any evidence or reason to believe that the corrective action submitted by the manufacturer does not work. We recommend that you contact the dealer that performed the recall or Honda for any remaining issues concerning the recall.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional expenses associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any additional expenses associated with safety recalls or assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect.

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 (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 cursive script that reads "Randy Reid".

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