

NEF-010
CL-10862859-8970

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

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

Manly Honda
2750 Corby Avenue – P.O. Box 1655
Santa Rosa, CA 95407

Administrator
National Highway Traffic Safety Administrator
1200 New Jersey Ave., SE
Washington, DC 20590

APR 19 2016

To all concerned:

I recently received a safety recall notice for my Honda Insight VIN: JHMZE2H53BS [REDACTED]
California Disabled License Plate: [REDACTED]

I took my vehicle to Manly Honda my local dealer on April 1st 2016. Manly service advisor Hugo Mendez said that they will keep my vehicle until all repairs are made. I asked when my vehicle will be repaired, and he replied, "The parts should arrive sometime in July". Mr. Mendez said that they would drive me to Enterprise rent-a-car to rent me a vehicle until my repairs were completed.

Enterprise gave me a very nice car that accommodated my disability. Unfortunately my Insight gets 40 plus MPG for my daily commute and my rent-a-car gets 20 plus. I don't want to sound like I am complaining about the cost of gas. I appreciate that Honda is more concerned about the possibility of loss of life or serious injury than the cost it will take to correct this problem.

This is my concern:

My Insight has a starting battery and large batteries that assist in the daily vehicle operation. These large batteries charge when the vehicle is driven, so if the dealer starts the vehicle once a week, will these batteries charge? These are very expensive and I am concern that after 5 to 6 months of sitting on the dealer's lot that they will be considerably weakened. The fix might be to remove them and put them on a charging system that would ensure their longevity.

Sincerely

[REDACTED]
Santa Rosa, CA [REDACTED]

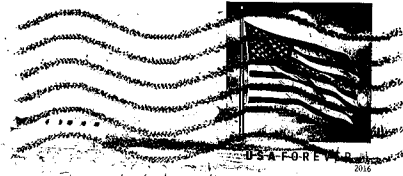
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