



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

June 15, 2016

[REDACTED]

Santa Rosa, CA [REDACTED]

NEF-160 nlm
Ref. No. 10862859

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Honda Insight. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

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.

You indicate that you recently received a recall notice on your MY 2011 Honda Insight. On April 1, you took the vehicle to your dealer who advised that they would keep it until the recall was completed. In addition, you were informed that the recall parts would not arrive until July, so the dealer provided you a rental vehicle. Your main concern is that your vehicle has handicap equipment operated by large batteries. The batteries re-charge when the vehicle is driven. The batteries are very expensive, so if the dealer only starts the vehicle once per week, will the batteries maintain their charge.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturers' database (<https://vinrcl.safercar.gov/vin/vinLookup>). Our research revealed that there are no open recalls on your vehicle at this time (report enclosed). It appears that your dealer received the parts and completed the recall while we were conducting research for our response to you. Please note

that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall remedies and parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We recommend that you contact Honda or your dealer if you require further assistance regarding the recall.

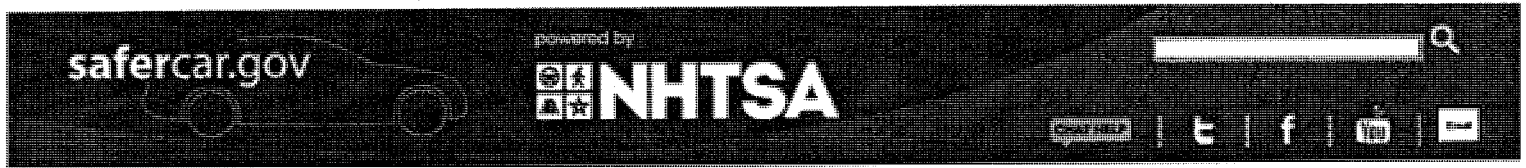
Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the auto safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on 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 "R" at the beginning and end of the name.

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

Enclosure

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Recalls Results by VIN - Vehicle Identification Number

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VIN: JHMZE2H53BS [REDACTED]

Year: 2011 Make: Honda Model: Insight

Number of Open Recalls:
0

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to May 24, 2001. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

 Enter another VIN here: [Submit](#)[NHTSA.GOV](#) | [911.GOV](#) | [DISTRACTION.GOV](#) | [TRAFFICSAFETYMARKETING.GOV](#) | [EMS.GOV](#)[Policies](#) | [Terms of Use](#) | [USA.gov](#) | [FOIA](#) | [Privacy Policy](#) | [Accessibility](#) | [Careers](#) | [Site Map](#) | [Contact NHTSA](#)

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This application works best in IE9 and above and recent versions of Firefox, Chrome and Safari.



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