



• Santa Rosa, CA

VIN# jhmze2h72as Make: HONDA Model: INSIGHT Year: 2010

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

Date: April 27, 2016

MAY 11 2016

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave., SE

Washington, DC 20590

Dear Administrator:

I am writing to express my concern and confusion with the service I was given at Manly Honda in Santa Rosa, Ca. I brought my car in February 11, 2016 and it was returned to me on April 26, 2016. I was surprised to be receiving the car back so soon, and so I looked up my VIN# for peace of mind. The status after picking up the car still read, "Recall incomplete. Remedy not yet available". I am wondering if it is possible for my car to even be fixed at this point or if I was returned an unfixed car. The reason I am so confused is because the dealer had given me a loaner car with an "Incomplete" recall status; during the time I had the car in the shop, and told me the "notice stays active as a warranty extension in case of part failure." I drive a 2010 Honda insight and my Vin# is jhmze2h72as I hope to hear from you soon for a better understanding of my current situation.

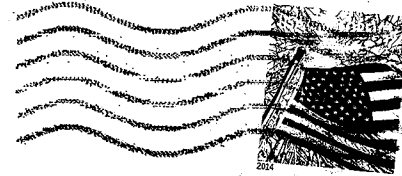
Sincerely,

NM
5/25/16
SNP

Santa Rosa CA

SAN FRANCISCO CA 941

03 MAY 2016 PM 7 T



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

