

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

[REDACTED]  
Juneau, AK [REDACTED]

7/11/2016

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

JUL 19 2016

RE: NHTSA Recall 16V-061, VIN JHMGE8H32DC [REDACTED]

Dear Sir or Madam,

I find the way Honda has handled the recall of the driver's side airbag inflator on my 2013 Honda Fit to be completely unacceptable. I first contacted my local dealer, Mendenhall Honda of Juneau, AK, on or around March 31<sup>st</sup>, 2016, shortly after receiving the initial recall notice. At this time, I was told parts would be available in a few months, but they could **not** provide me with a loaner or rental vehicle without charging me a significant daily rate. I found this suspicious and called the customer service number listed on the recall noticed and opened case [REDACTED] with them.

The customer service agent explained that Honda was only offering to pay up to \$35/day toward a rental car. Since I live in an isolated community in Alaska, the actual cost of a rental is usually upwards of \$100/day. I later learned that Juneau, AK is actually the most expensive rental car market in the United States, at least during the summer tourist season. Unable to afford spending at least the \$65/day difference on a rental while I am still making payments on my Honda fit, I decided to wait a few months for my car to be repaired.

Now, more than three months later, I am again being told parts to repair my car are still months to years away, yet I have not been provided with alternative transportation or offered any other compensation. This is unacceptable. Honda needs to step up and provide me with access to a safe vehicle at no cost to me, and/or expedite the delivery of the redesigned airbag inflator and any other parts necessary to safely repair my Honda Fit.

Please let this letter serve as an official complaint and demand for immediate action. I can be reached at the return address on this letter, or +1 [REDACTED] I look forward to resolving this issue in a timely fashion.

Sincerely,

[REDACTED]

NAM  
7/22/16  
SMD

Juneau, AK

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