

NEF-010

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

August 6, 2016

To Whom It May Concern:

AUG 18 2016

I am writing this letter because I am dissatisfied with American Honda's ability to remedy the defect in my vehicle, without charge, within a reasonable period of time. American Honda is also now unable to lend me a rental vehicle, after I was previously promised one.

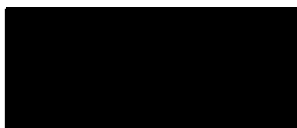
I received a letter in March of this year stating that my 2013 Honda Fit could have a defect which could kill or injure myself or others inside of my vehicle. As soon as I received the letter, I called the closest dealership to inquire about parts and alternative transportation. I had originally decided to hold off on receiving a rental vehicle because I drive for Lyft part-time, and I would not have been able to do so with a rental. However, parts were ordered that day, and I was told I could change my mind about a rental vehicle at any time.

Now that five months have passed and my parts have still not become available, I am too anxious to continue driving my vehicle. When I called this morning to make sure it would be okay to come in for a rental, I was told that American Honda is no longer offering rentals for drivers with safety recalls.

I am extremely upset that American Honda not only has taken over five months to remedy the defect in the vehicle that I'm making **monthly payments** on, but that they now are not even offering alternative transportation. How am I supposed to feel safe in a car that could injure or kill me? Why would American Honda offer alternative transportation (i.e., rental vehicles) and then change their policy? I feel as though this is unfair treatment to their loyal, paying customers and ultimately unsafe for the millions of drivers on the road.

I look forward to some sort of action on this issue being taken as soon as possible.

Regards,



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8/21/16
SMD

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