

Newcastle, Wash.

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

November 1, 2016

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

NOV 15 2016

To: Administrator

This letter serves as a formal complaint regarding non-resolution of the defect in my 2013 Honda Fit. I received initial notice of this defection ("Important Safety Recall") in March of this year (copy of the letter is attached). The letter said that the parts would be available during the summer of this year, and at that point I would receive another letter notifying me of their availability and that I could then make an appointment for the repair.


Not hearing from my dealer (Bellevue Honda Center), I called their service department on July 28, 2016, to ask when I could expect to have the repairs completed. "Chris" called me back the next day to say they had ordered the parts, and that it would take about a month to arrive at their center.

It has been three months since I was told the parts were ordered, and I am still waiting. I do not fault the dealer. Chris and the service manager were prompt in replying to my calls and, I believe, were making their best efforts to obtain the necessary parts. I have always received excellent service from Bellevue Honda.

I would greatly appreciate it if shipment of the necessary parts could be expedited and the repairs completed by the end of the year. A friend in Honolulu owns a 2009 Honda Fit, and her repairs were completed with minimal delay. I realize that Honda is not the only automaker facing this problem; however, it seems to me that the potential dangers of continuing without the repairs should be serious enough to warrant immediate and prompt attention.

Thank you.

Sincerely



NM  
11/16/16  
SMD



**AUTOMOBILE DIVISION**  
 American Honda Motor Co., Inc.  
 1919 Torrance Blvd., - P.O. Box 2215  
 Torrance, CA 90509-9870

*Called 7/28/2016  
 not call rec'd 7/29  
 they've ordered  
 will be ready  
 this*

NHTSA Recall 16V-061

March 2016

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: JHMGE8H35DC [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**What is the reason for this notice?**

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2009-2014 model year Fit vehicles.

**The defect in these vehicles could kill or injure you or other people in your vehicle.**

Specifically, in some vehicles, the driver's front airbag inflator could produce excessive internal pressure upon deployment. If an affected airbag deploys, the increased internal pressure may cause the inflator to rupture (break apart) and deploy abnormally. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material possibly causing serious injury or fatality to you or others in the vehicle. Past ruptures like this have killed and injured vehicle drivers.

**What should you do?**

The remedy parts needed to conduct driver's airbag inflator recalls will become available in the Summer of 2016. Honda will send you another letter when parts become available to repair your vehicle.

Until parts become available for repairs, please feel free to discuss your specific needs and concerns with your dealer, including the provision of, or reimbursement for, temporary alternative transportation, as necessary. You may also contact Honda's Automobile Customer Service (at the number listed below) to address your needs and concerns.

*If you have questions or concerns, we encourage you to visit [www.recalls.honda.com](http://www.recalls.honda.com) or to call Honda Automobile Customer Service at 1-888-234-2138. - called they said parts not available 10-2016*

**WHO TO CONTACT IF YOU EXPERIENCE PROBLEMS?**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

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

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

**WHAT TO DO IF YOU FEEL THIS NOTICE IS IN ERROR?**

If you are not the current owner or lessee of the 2009-2014 Honda Fit identified on the Information Change Card included in this mailing, or if the name/address information on the card is not correct, please complete and sign the card and return it in the enclosed postage-paid envelope. We will then update our records.

**LESSOR INFORMATION:**

Federal law requires that any lessor receiving this notice must forward a copy of this notice to the lessee (customer) within 10 days.

**IF YOU HAVE QUESTIONS:**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. U.S. customers can also locate a dealer online at [www.automobiles.honda.com](http://www.automobiles.honda.com). Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.  
 Honda Automobile Division

Campaign #JY1 / Service Bulletin #16-016

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Newcastle, Wash. [REDACTED]

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WA 980  
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Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, D.C.

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