

AUG 20 2018

August 16, 2018

CL-11004762-1400

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

NHTSA ID #11004762
Complaint RE: Steering
2017 Honda HR-V

The National Center for Dispute Settlement has resolved the above complaint.

Enclosed you will find copies of the final decision with Honda being required to
replace the vehicle as it was deemed to be defective.

Would you like any additional copies or should I discard my records?

Thank you for your assistance in this matter.

Sincerely,



Wyandotte, MI

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8.28.18
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CONFIDENTIAL

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

July 31, 2017

[REDACTED]
Wyandotte, MI [REDACTED]

Vehicle: 2017 Honda HR-V 2WD LX
VIN: 3CZRUSH30HM [REDACTED]

Dear [REDACTED]

American Honda Motor Co., Inc. (AHM) would like to thank you for the opportunity to review and address your concerns regarding your 2017 Honda HR-V 2WD LX vehicle identification number 3CZRUSH30HM [REDACTED]. This letter is to confirm that as per the National Center for Dispute Settlement (NCDS) mandated arbitration decision; American Honda Motor, Co., Inc. will replace your vehicle per the terms and conditions of Michigan state guidelines.

As per our communication on July 31, 2017, you have requested to upgrade the vehicle to a higher trim level. Based on availability, the available color options you have selected for the 2017 Honda HR-V EX are: 1st choice exterior color WHITE ORCHID PEARL with interior color GRAY, 2nd choice exterior color MISTY GREEN PEARL with interior color BLACK, and 3rd choice exterior color DEEP OCEAN PEARL with interior color GRAY.

You will be required to contribute \$1,400.00 towards the replacement of your vehicle for the upgrade cost.

Please forward copies of the following:

1. Proof of payment and receipt for any OEM accessories

This information can be faxed to 310-224-6011. Please feel free to call me at (310)783-2437 should you have any questions.

Sincerely,
American Honda Motor Co., Inc.


Jennifer Gutierrez
Mediation Department
Ph: 310-783-2437

HONDA

CONFIDENTIAL

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

August 11, 2017

[REDACTED]
Wyandotte, MI [REDACTED]

Vehicle: 2017 Honda HR-V 2WD LX
VIN: 3CZRU5H30HM [REDACTED]

Dear [REDACTED]

American Honda Motor Co., Inc. received your sign acceptance of the arbitration decision on July 31, 2017. As per the regulations, American Honda Motor Co., Inc. has 30 days to comply with the mandated awarded replacement and that deadline is August 29, 2017. As per the confirmation letter mailed to you on July 31, 2017, AHM agreed to a replacement vehicle with a higher trim level than your current LX model. As discussed, based on vehicle availability the color options you selected for the 2017 Honda HR-V EX were: 1st choice exterior color WHITE ORCHID PEARL with interior color GRAY, 2nd choice exterior color MISTY GREEN PEARL with interior color BLACK, and 3rd choice exterior color DEEP OCEAN PEARL with interior color GRAY.

As per my communication to you, your first color choice was unavailable and thereby arrangements were made to proceed with your second color choice Misty Green Pearl.

We have received your request on August 11, 2017 for color Mulberry or Silver instead of Misty Green Pearl. Please note that American Honda Motor Co., Inc. is taking all appropriate and necessary steps to ensure that we comply with the mandated replacement time frame and we are not able to honor the new color combination request.

Please forward copies of the following:

1. Proof of payment and receipt for any OEM accessories

This information can be faxed to 310-224-6011. Please feel free to call me at (310)783-2437 should you have any questions.

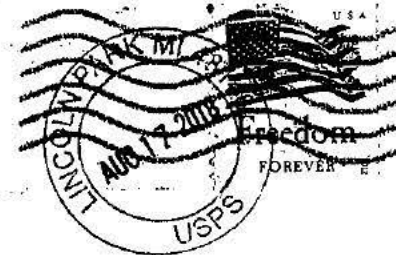
Sincerely,
American Honda Motor Co., Inc.


Jennifer Gutierrez
Mediation Department
Ph: 310-783-2437

[Redacted]
Wyandotte, MI

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US Dept of Transportation
National Highway Traffic Safety Adm.
Office of Defects Investigation NVS1210
1200 N Jersey Avenue SE, W Bldg
Washington DC, 20590

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