



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

March 22, 2019

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

1210 New Jersey Avenue, SE
Washington, DC 20590

[REDACTED]
Whiting, NJ [REDACTED]

NEF-109 ela
Ref. No. 11150488

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Honda Civic vehicle. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you. Our office received an unprecedented increase in the number of correspondence last year. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

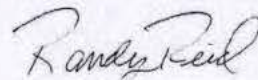
We appreciate the report you provided. Reports from motorists are a very important source of information for us. However, we do not believe the cloudy paint on your Honda Civic's roof is a safety-related defect. By definition of our authorizing statute--The National Traffic and Motor Vehicle Safety Act, vehicle valuation issues caused by paint, body panel corrosion, and other vehicle appearance problems do not pose an unreasonable safety risk to you or other motorists. The information you provided has been entered into our database. For your information and explanation of our investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf

Please note that extended warranty concerns do not fall under our jurisdiction. You may ask your dealer to arrange a meeting with a Honda district manager to discuss your concerns. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement