



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 8, 2021

[REDACTED]
Oak Ridge, NJ [REDACTED]

NEF-109 tgd
Ref. No. 11417554

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Honda Fit. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. You indicate that your MY 2011 Honda Fit required a front drive shaft replacement before you received the notice for NHTSA Safety Recall Campaign No. 20V-770. You filed a claim to be reimbursed for the repair; however, Honda has been slow to respond.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim.

We encourage you to continue working with Honda on your reimbursement claim. In addition, please note that recall 20V-770 is still open on your vehicle because an independent repair facility replaced the drive shaft rather than an authorized dealer. We recommend that you contact Honda and a local dealer to schedule an appointment to have the recall completed as soon as possible. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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

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