



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



July 12, 2021

[REDACTED]
Ridgefield, CT [REDACTED]

NEF-109 ela
Ref. No. 11423192

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2013 Honda Fit vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. 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. 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. 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. Unfortunately, NHTSA is not legally authorized to reimburse owners nor to assist with seeking reimbursements. We encourage your continued patience as you work with Honda toward an amicable resolution to your problem. You may also consider contacting your local Honda dealership for assistance.

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,

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