



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



October 8, 2021

[REDACTED]
[REDACTED]
Long Beach, CA [REDACTED]

NEF-109 tgd
Ref. No. 11433578

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 1999 Honda CR-V vehicle. Your letter was forwarded to 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. We entered your vehicle identification number (VIN) into our VIN Look Up Tool and confirmed that NHTSA Safety Recall Campaign No. 20V-026 has been completed on your vehicle.

Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to reimburse owners for additional expenses associated with a safety recall, such as damage caused by the defect or the dealer's repair. Nor does the statute authorize the Federal government to reimburse vehicle owners for any additional expenses associated with safety recalls or to assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect.

We entered your information into our 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. We encourage you to continue working with Honda and your dealer if you require further assistance with Recall 20V-026.

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