



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



October 4, 2021

[REDACTED]
Albuquerque, NM [REDACTED]

NEF-109 ela
Ref. No. 11433948

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Honda Accord 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 NHTSA. While certain manufacturers may choose to extend the offer of a loaner vehicle for the duration of a recall repair, 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 alternate transportation, as a result of the defect. 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 www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

According to our research, your vehicle has not yet received the repairs for Recall No. 18V-661. We remind you that Honda suggests that you avoid having a passenger sit in the front passenger's seat until the recall repair has been performed, and we encourage you to contact your local Honda dealer to schedule an appointment to have the recall performed as soon as possible. Please continue to work with Honda and your dealer to explore the potential for an amicable resolution to your problem.

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