



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



January 23, 2025

[REDACTED]
[REDACTED]
Cortez, CO [REDACTED]

NEF-109 jb
Ref. No. 11625286

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Royal Enfield Himalayan motorcycle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

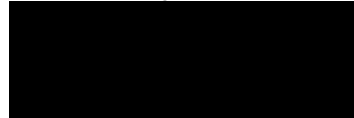
We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of NHTSA Safety Recall Campaign No. 23V129. The recall addresses a problem with salt that is used to treat the roads in the winter may corrode the brake calipers, causing a decrease or total loss of brake function in certain MY 2017 through MY 2021 Royal Enfield Himalayan motorcycles. You state that your local dealer no longer services the make and model of your motorcycle. You made a request to find a dealer within fifty miles of your location or for your motorcycle to be transported to perform the recall as you cannot ride long distances.

The National Traffic and Motor Vehicle Safety Act gives vehicle manufacturers the right to require that the recalls be performed at an authorized repair facility for various reasons (e.g., safe and adequate facility, insurance, property damage liability, essential tools and equipment, technician training, productivity, etc.). Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to arrange vehicle transport for owners for repairs associated with a safety recall 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 encourage you to continue to work with Royal Enfield and the dealer to explore the potential for an amicable resolution to your problem.

We entered your information into our database. 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.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement