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From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11441362.
Date: Monday, March 18, 2024 8:58:15 PM

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From: [REDACTED]
Sent: Thursday, March 14, 2024 7:52 PM
To: NHTSA.webmaster@dot.gov
Subject: [EXTERNAL] - 2016 Honda Civic Electronic Power Steering (EPS) Safety Issue

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Hello,

I recently contacted NHTSA via the phone number on the website's contact page. The person I spoke with told me that I should email this address and request an escalation.

I made a complaint in regards to this issue, ODI# 11441362.

My 2016 Honda Civic's power steering has become "notchy". It does not allow for fine adjustments to steering, but rather, forces the driver to input more force into the steering wheel until the resistance is broken, thus creating an over-correction. This occurs at all speeds and is a safety hazard particularly at highway speeds. The hazard is compounded during inclement weather. I fear this will lead to unnecessary collisions and injury during the vehicle's operation.

Other year models seem to have a recall seemingly addressing this or a similar issue with the EPS (NHTSA RECALL NUMBER: [18V-663](#), for example). While I do not know that the aforementioned recall is the issue I am experiencing, it demonstrates to me that there indeed is a provable defect with the Civics' EPS.

Please look into this matter and escalate it if possible. I look forward to a response.

Sent from my iPhone

Thank you

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