

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11550171
Date: Friday, January 5, 2024 6:06:02 PM
Attachments: [REDACTED]

[REDACTED] email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Thursday, January 4, 2024 6:53 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Request # [REDACTED] Issue 11550171 Additional Files

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

After a lot of runaround with Honda, they did confirm that the power steering rack is faulty and needs to be replaced . However, since my VIN (19XFC2F79JE [REDACTED]) was not included in the recall for the 2018 Honda Civics, they will not offer me any assistance with the \$4200 repair.

I would like my case updated with this paperwork. I believe the recall should be extended to include my vehicle because it has the same fault as in NHTSA ID: 18V663000 recall, and is posing a big safety risk.

Thank you

Ann-Marie Ambrose
Quality Control Specialist
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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Aubrey Whiting

Service Advisor

912-790-5444 ext. 5452

aubrey.whiting@graingerhonda.com

1596 Chatham Parkway, Garden City, GA 31408

INVOICE

PAGE 1

GRAINGER
HONDA
"The People's Choice"

1596 CHATHAM PARKWAY - P.O. BOX 7044
GARDEN CITY, GA 31418-7044
(912) 790-5444 * FAX # (912) 790-5445

SERVICE ADVISOR: 4212 AUBREY WHITING

REF #: [REDACTED] TRAN #: 0048
AUTH #: 00120T

DESCRIPTION:

AMOUNT USD \$188.19

APPROVED

CUSTOMER COPY

RETAIN THIS COPY FOR
STATEMENT VERIFICATION

VEHICLE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
CIVIC	19XFC2F79JE [REDACTED]	[REDACTED]	51725/51725	[REDACTED]
RR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01DEC23	17:30 01DEC23		170.00	CASH
READY	OPTIONS:	SOLD-STK:	DLR	INV. DATE
01DEC23	ENG:2.0 Liter TRN:CVT 1)4DR 4-CYL FWD CVT CIVIC EX 2)HN-7600 3)B593M AEGEAN BLUE METALLI (More...)			01DEC23
HOURS	LIST	NET	TOTAL	

NG 50MPH+ THE STEERING WHEEL IS HARDER TO STEER
INCREMENTS INSTEAD OF MOVING SMOOTHLY. CUSTOMER
AMERICAN HONDA REGARDING THIS ISSUE CASE# 14114822
GNOSTIC

OR: 170.00 OTHER: 0.00 TOTAL LINE A: 170.00
HAS INTERNAL ISSUES. TECH RECOMMENDS REPLACING.

CUSTOMER DECLINED REPAIRS AT THIS TIME.

B COMPLEMENTARY HONDA MULTIPOINT VEHICLE INSPECTION WITH HONDA BATTERY
TEST. ASK YOUR TEAM SERVICE MANAGER ABOUT THE RESULTS.

TI COMPLEMENTARY HONDA MULTIPOINT VEHICLE
INSPECTION WITH HONDA BATTERY TEST. ASK YOUR
TEAM SERVICE MANAGER ABOUT THE RESULTS.

999 CPH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER PAY SHOP SUPPLIES AND EPA DISPOSAL FEES FOR REPAIR ORDER 17.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS
OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT
NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN
CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR
MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR
(1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the
warranties with respect to the sale of this
item/items. The Seller hereby expressly
disclaims all warranties either express or
implied, including any implied warranty of
merchantability or fitness for a particular
purpose. Seller neither assumes nor authorizes
any other person to assume for it any liability
in connection with the sale of this item/items.
I authorize the retrieval of on-board data as
needed to facilitate vehicle repair, as well as
sharing of that data with the manufacturer for
diagnostic and research purpose.

DESCRIPTION	TOTALS
LABOR AMOUNT	170.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	17.00
TOTAL CHARGES	187.00
	0.00
SALES TAX	1.19
PLEASE PAY THIS AMOUNT	188.19

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

Estimate

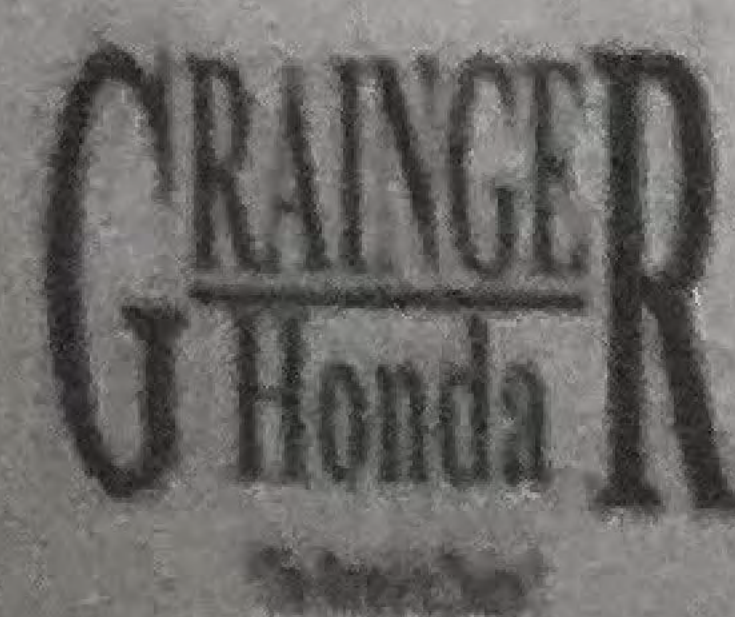
Service Advisor
Aubrey Whiting (4212)
aubrey.whiting@graingerhonda.com

PREPARED FOR
WHITNEY LANIER
(912) 486-4294

Date 12/01/2023 05:47 PM
2018 Honda CIVIC
VIN 19XFC2F79JE [REDACTED]
Mileage 51,725
RO# [REDACTED]

Service Name	Price
[Other]: replace power steering rack.	\$3950.65
Printed on December 01, 2023	
Quote expires on December 31, 2023	

Subtotal	\$3950.65
Shop Charges	\$50.00
Tax	\$205.15
Total	\$4205.80



Grainger Honda Co
1596 Chatham Pkwy
Garden City, GA 31408



Atlanta Car Care

2816 Buford Hwy
Brookhaven, GA 30329
Phone: 404-325-0063 Fax: 888-416-3598
john@atlantacarcareonline.com
www.AtlantaCarCareOnline.com

Invoice

Bill To [REDACTED]
Statesboro, GA [REDACTED]
USA
Mobile [REDACTED]
Plate [REDACTED]
VIN 19XFC2F79JE [REDACTED]

Invoice # [REDACTED]
Work Order # [REDACTED]
Invoice Date 9/12/2023 3:34 PM
Appointment 9/12/2023 8:29 AM
Promised 9/12/2023 5:00 PM
Service Advisor Patrick Campbell
Technician Frank Berman
Description 2018 Honda Civic DX L4 2.0L 1996CC 122CID
Odometer 49,459

Concern

Steering System Concern

Concern? = sluggishness in the steering. customer states there is a known issue with power steering.
Conditions? = It needs a new power steering rack and EPS motor. Check with Honda about their voluntary recall on this issue.
Last Service? =
Wheel Lock? =
Labor

Sub \$0.00 *
Sub \$0.00

General Maintenance Concern

Concern? = experiencing hesitation in acceleration, TPMS check, known recall for fuel pump issue
Conditions? =
Labor

Sub \$0.00 *
Sub \$0.00

Inspection

Oil Change 12 Point Inspection

Labor

Sub \$0.00 *
Sub \$0.00

Service

Diagnose Steering Concern

Initial diagnosis, testing and inspection of the specific vehicle system as required. Perform road test where applicable. Report test result(s), system fault(s), component(s) failure and required repair(s). Additional diagnosis and testing time may be required at additional charges.

Labor

Sub \$0.00 *
Sub \$0.00

Lube, Oil & Filter Service - Better

Drain and refill engine oil, change engine oil filter and lubricate chassis grease fittings and friction points as required. Check and top off fluid levels. Complete a complimentary 12 point visual vehicle inspection.

Labor

\$15.00 *

Bulk Oil

4.4 Quart

\$13.00 *FS

0W-20

Engine Oil Filter

1 Unit

\$2.95 *S

Sub \$30.95

Tire Rotation

Remove and Rotate 4 tires. Visual inspection of tire condition and tire wear pattern(s). Set tire pressure to proper inflation. Re-torque wheel lug nuts to manufacturers torque specifications. Perform final road test where applicable.

Labor

Sub \$39.95 *
Sub \$39.95

Please Note

Some wheels require lug nut re-torque. Ask your Service Consultant for details.

Keeping your tires properly inflated and rotated will assist in maximizing tire wear life and vehicle handling.

Total Parts		\$15.95
Total Labor		\$54.95
Total Before Taxes & Miscellaneous Charges		\$70.90
(*) Shop Supplies		\$4.42 S
(F) Fluid Disposal	\$0.25 Each	\$1.25
(S) GA State Sales Tax	8 %	\$1.63
Grand Total		\$78.20

Thank you for your business!

I acknowledge receipt of the vehicle and the indebtedness indicated herein.

[REDACTED] paid \$78.20 by MASTERCARD
9/12/2023 3:34 PM Card #: XXXXXXXXXXXXX Entry Method: Chip Type: Sale Amount: 78.2
Terminal: 60882 Transaction: [REDACTED] Authorization: 01201T Result: Approved
BBF429E TVR: 0000008000 TSI: E800 ATC: 002C

[REDACTED] Customer Signature

I hereby authorize the repairs to be done along with the required materials and agree that Atlanta Car Care and its Agents are not responsible for loss or damage to the vehicle or contents in the case of fire or theft or causes beyond their control. I hereby grant Atlanta Car Care and its Agents permission to operate the vehicle on the streets and highways or elsewhere for the purpose of testing and or inspection. I acknowledge my indebtedness for the amount of this invoice and acknowledge and agree that in the event of non-payment that the repairer is entitled to liens under any applicable Repair Liens or Storage Liens Legislation. This information and any other information Atlanta Car Care has in its database is restricted to authorized personnel only. This information will be used solely for the current and future service of my vehicle, warranty registration, and any other use required by law and basic repair information will be shared with the CarFax database (no personal information).

Warranty shall be 12 months or 12,000 miles on all parts and labor herein unless otherwise stated. Atlanta Car Care shall not be responsible for any incidental expenses. All warranties must be completed by Atlanta Car Care if within 25 miles. Atlanta Car Care must authorize any repairs to be done outside of ACC's range prior to being completed.

Deferred Service

Power Steering Assembly

Remove and Replace components as required to access and install materials, and/or perform needed service. Additional fluids may be required to complete this service. Retest and verify repair as required. Perform final road test where applicable.

Remove & Install or Remove & Replace Steering Gear (COMPLETE)		\$655.20 *
END, L. TIE ROD	3 Unit	\$156.06 *S
END, R. TIE ROD	3 Unit	\$156.06 *S
RACK ASSY., POWER STEERING (EPS)(SERVICE)	1 Unit	\$2,838.40 *S
BOOT SET, TIE ROD END	2 Unit	\$63.16 *S
	Sub	\$3,868.88

Fuel Pump Assembly

Remove and Replace components as required to access and install materials, and/or perform needed service. Retest and verify repair as required. Perform final road test where applicable.

Remove & Replace Fuel Pump		\$296.40 *
Fuel Pump Assembly	1 Unit	\$553.98 *S
	Sub	\$850.38

Total Parts		\$3,767.66
Total Labor		\$951.60
Total Before Taxes & Miscellaneous Charges		\$4,719.26
(*) Shop Supplies		\$39.87 S
(S) GA State Sales Tax	8 %	\$304.60
Grand Total		\$5,063.73