

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI- 11566962
Date: Thursday, February 22, 2024 4:52:25 PM

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From: [REDACTED]
Sent: Sunday, February 18, 2024 9:22 AM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Issue 11566962

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Gentlemen,

I'm wondering what it takes to get you guys to take action about, what I consider to be, a serious problem. The 2023 Honda HR-V has a serious problem with its EPS binding. Currently there are over five hundred complaints about this on your website. As of this writing, I'm not aware of any action taken by you to address it. How many people have to be injured or die before this is taken seriously enough to start an investigation or, at minimum, refer this problem to American Honda? It seems as if both you and American Honda don't see any urgency. If there are over five hundred complaints on your website, I wonder how many more occurrences exist out there. I suspect that this is the proverbial tip of the iceberg...

Sincerely,

[REDACTED]
[REDACTED] [REDACTED] [REDACTED]
Miami, FL [REDACTED]

Thank you

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