

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11567642
Date: Friday, March 22, 2024 7:09:32 PM

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From: [REDACTED]
Sent: Tuesday, March 19, 2024 8:09 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Honda need to be forced into recall on steering issue with CRVs and to stop selling cars they know are unsafe

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Please forward to the complaint department, I could not find a way to update my case #.

Update on my complaint 11567642. Roush Honda Westerville OH did confirm my CRV has the steering gear box issue in early February and needs to be replaced, which had been getting worse as I approached 10k miles and became unsafe to drive. However, they cannot get parts. The car has been awaiting parts since then and has now been parked at the dealer since late last month after it got worse. Honda knows they are selling unsafe cars and should be made to stop until this issue is addressed. Please force a recall and pressure them to ramp up parts production. They cannot even tell me when they might have parts to fix a car I am still making payments on. They call it a "critical parts backorder" because the parts production needs ramped up. Meanwhile, they keep selling the cars without fixing the problem (unless fixed on the 24 models?) putting everyone on the roads at risk. I had to raise !@# to get a loaner and had I not been successful I would still be driving this unsafe car with steering that drifted all over the place at higher speeds. Worse, many customers may not know they have this problem – no warning light comes on nor have the dealers disclosed the information to customers. We noticed the problem, researched it, found your investigation reported in the news and that is the only reason we know. If I could get my money back on this car, I would – and never buy a Honda again. My first and last Honda.

It's not just the steering gear box. My husband has been awaiting a new windshield for over three months and has been driving with a cracked windshield. Honda has a serious parts shortage problem, putting safety at risk for everyone on U.S. roadways. Please do something. If they can't support the parts, they shouldn't sell the cars!

[REDACTED]
Westerville OH [REDACTED]



Thank you

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