

May 29, 2024

Honda Automobile Division

American Honda Motor Co., Inc.

1919 Torrance Blvd.

P.O. Box 2215

Torrance, CA 90509-9870

Dear Honda,

This letter provides notice of your failure to effect repairs related to NHTSA Recall Number 23V-858, Honda Campaign Number XGL, Service Bulletin Number 24-010. As a result of your failure to provide replacement parts and an adequate repair, we remain at risk while driving our 2018 Honda Pilot. This letter requests you prioritize our repair. On this date we also submitted a complaint (complaint #11591197) to the NHTSA.

Our vehicle has been experiencing engine hesitation while driving at approximately 47 mph for more than one year. We first took our vehicle to Honda Richfield Bloomington on May 5, 2023. They were unable to detect a problem and returned the vehicle without any repairs. In February 2024 we received your recall notice related to this problem. As our vehicle continues to experience stalling while driving, a clear safety concern, we took it back to Richfield Bloomington Honda on May 29, 2024. Because they were unable to generate an error code, they said they could not obtain the replacement part from Honda HQ. Their advice to us was to report this issue to Honda HQ, which we do in this letter.

We eagerly await your response, with guidance about how to obtain the necessary repair to our vehicle. Your latest recall notice dated May 2024 states "Due to limited supply of parts, at this time Honda is prioritizing the repair of vehicles experiencing symptoms related to this recall, such as difficulty starting, engine hesitation while driving, or an illuminated check engine light. Our vehicle fits this criterion, and we request being allocated one of your replacement parts so our vehicle can be properly repaired. We are copying the NHTSA on this letter.

Sincerely,

[REDACTED]

[REDACTED], Eden Prairie MN [REDACTED]

[REDACTED]

Copy to:

NHTSA, 1200 New Jersey Ave, SE, Washington DC 20590

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ADMINISTRATOR NGA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE S.E.
WASHINGTON D.C. 20590



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