

[REDACTED]
San Antonio, Tx, [REDACTED]
[REDACTED]

June 11, 2024

**National Highway Transportation Safety Administration
1200 New Jersey Ave SE
Washington, DC, 20590**

TO WHOM IT MAY CONCERN:

I am writing to notify you of the safety recall issues I am experiencing with my **2022, HONDA, PILOT, 5FNYP5H28NB** [REDACTED]

I purchased my vehicle from **HILL COUNTRY HONDA, 7338 W LOOP 1604 N, SAN ANTONIO, TX 78254** on **09/15/2022**. Approximately **7 months AFTER PURCHASE** I began having trouble with my vehicle **IDLING/STALLING RANDOMLY WHEN COMING TO A STOP OR DRIVING AND BRAKE ISSUES**. I took my vehicle back to the dealer for repairs on **04/05/2023, 05/05/2023, 07/25/2023, AND 04/16/2024** but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

On **07/25/2023** I was verbally notified by **HILL COUNTRY HONDA** and received a letter from **AMERICAN HONDA MOTOR CO INC** of a "**REAR VIEW CAMERA DISPLAY RECALL**." They informed me that they would need to take out the entire front end of my vehicle to correct the recall. I was very alarmed by this and do not accept this as a remedy. Upon further research I found that I was not notified regarding the "**BRAKE MASTER CYLINDER SEPARATION RECALL**," even after complaining about brake issues over the past year.

These problems **IDLING/STALLING RANDOMLY WHEN COMING TO A STOP OR DRIVING, BRAKE MASTER CYLINDER SEPARATION RECALL AND REAR VIEW CAMERA DISPLAY RECALL** substantially impairs the use and value of my vehicle as well as creates a serious safety hazard. Therefore, I am requesting a **REPURCHASE** per **CONSUMER SAFETY DUE TO MANUFACTURING DEFECTS**.

Please contact me on receipt of this letter at the above address or telephone number.

Sincerely,

Enclosures

CERTIFIED MAIL RETURN RECEIPT REQUESTED [REDACTED]

Handwritten initials

^ **Back over prevention: display function**

NHTSA CAMPAIGN ID:

23V431000

Report Date:

JUN 14, 2023

Vehicles Affected:

1209673



Consequence:

A rearview camera that does not display an image can reduce the driver's rear view, increasing the risk of a crash or injury.

What You Should Do:

Dealers will replace the MOST cable harness and install a straightening cover over the vehicle cable connector, free of charge. Owner notification letters were mailed July 24, 2023. Owners may contact Honda customer service at 1-888-234-2138. Honda's numbers for this recall are EEL, ZEM, and SFC.

Summary:

Honda (American Honda Motor Co.) is recalling certain 2018-2023 Odyssey, 2019-2022 Pilot, and 2019-2023 Passport vehicles. Due to a faulty Media Oriented Systems Transport (MOST) communication coaxial cable connector, the rearview camera image may not appear on the display. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

To see if your specific vehicle is affected

Enter Your VIN

Tip: Recalls don't affect every vehicle of the same year, make and model. You'll need your car's 17-digit Vehicle Identification Number (VIN) to know for sure.

Where Do I Find My VIN?

^ **Service brakes, hydraulic: foundation components: master cylinder**

NHTSA CAMPAIGN ID:

23V458000

Report Date:

JUN 28, 2023

Vehicles Affected:

124077



Consequence:

Brake master cylinder separation can cause a loss of brake function and increase the risk of a crash.

What You Should Do:

Dealers will inspect and repair the brake booster assembly as necessary, free of charge. Owner notification letters were mailed August 7, 2023. Owners may contact Honda customer service at 1-888-234-2138. Honda's numbers for this recall are VEU, AEV, and ZET.

Summary:

Honda (American Honda Motor Co.) is recalling certain 2020-2021 Civic, 2020-2023 Ridgeline, 2021-2023 Passport, 2021-2022 Pilot, and 2020 Acura MDX vehicles. The tie rod fastener that connects the brake booster and the brake master cylinder may have been improperly assembled during manufacturing, which can cause the brake master cylinder to separate from the booster assembly.

To see if your specific vehicle is affected

Enter Your VIN

Tip: Recalls don't affect every vehicle of the same year, make and model. You'll need your car's 17-digit Vehicle Identification Number (VIN) to know for sure.

Where Do I Find My VIN?



AUTOMOBILE DIVISION

American Honda Motor Co., Inc.
1919 Torrance Blvd. - PO Box 2215
Torrance, CA 90509-9870

NHTSA Recall Number: 23V-431
Honda Campaign Number: ZEM & EEL
Service Bulletin Number: 23-047 & 23-046

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 5FNYF5H28NB [REDACTED]

July 2023

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Honda has decided that certain 2019–2022 model year Pilot and 2019–2023 model year Passport and 2018–2023 Odyssey vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility".

Why my vehicle is under recall:

Due to improperly designed and manufactured connectors, the media-oriented system transport (MOST) communication coaxial cable connector may have a poor connection. As a result, the rearview camera image may function intermittently or not display, which can reduce the driver's view and increase the risk of a crash or injury.

What Honda will do:

Your Honda dealer will replace the MOST cable harness and install a straightening cover over the vehicle cable connector, for **FREE**. Honda estimates that the repair may take up to approximately 2 hours to complete. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

What we need you to do:

Please call any authorized Honda dealer and schedule an appointment to have your vehicle repaired for **FREE**.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

- Check recall information for your vehicle by accessing the **Honda Recall Lookup** tool at www.recalls.honda.com and entering your Vehicle Identification Number (VIN).
- If you have questions or concerns, we encourage you to:
 - › contact your local Honda automobile dealer; or
 - › chat with our 24/7 virtual agent "Ask Dave" at askdave.honda.com; or
 - › email or chat by going to www.mygarage.honda.com/s/help-honda; or
 - › visit Twitter @HondaCustSvc; or
 - › call American Honda's Customer Support & Campaign Center at 1-888-234-2138 Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time.

If you paid out of pocket to have these specific recall repairs performed on your vehicle, you may be eligible for reimbursement; please contact American Honda's Customer Support & Campaign Center at 1-888-234-2138 to determine potential eligibility and for instructions on how to request reimbursement.

If you no longer own this vehicle or if any of the information is not correct, please complete and return the enclosed prepaid Information Change Card as soon as possible. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.



We sincerely apologize for any inconvenience this recall may cause, but please be assured that your safety is our first concern.

Sincerely,

American Honda Motor Co., Inc.

bMX Initial

ZEM-PILOT-07-0114414-CO-26342

VIN Inquiry Acknowledgement

Dealer Information

Dealer: 208975

Identification: CBA1608

04/04/2024

* Highlighting indicates an Alpha VIN *

Print	Item	VIN	Description	View Detail
<input checked="" type="checkbox"/>	1	SFN\F5H28NE [REDACTED]		

Vehicle Information

VIN	SFN\F5H28NE [REDACTED]	PDI Dealer	208749
Model	PILLOT	PDI Date	09/14/2022
Model Year	2022	Demonstrator Date	
Engine No.	J35Y68548687	Delivery Date	09/15/2022
Emission Type	KA	Mileage at Purchase	5
Selling Dealer	208749	HILL COUNTRY HONDA	

Owner Information

Original Owner	[REDACTED]	Current Owner	[REDACTED]
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Factory Extended Warranty (For Demo Vehicles) / Warranty Cancellation Information

- Factory Extension - No. of Miles
- Factory Extension - No. of Day(s)
- Factory Extension Warranty Type
- Warranty Cancellation Date

Vehicle Service Contract (VSC) / Honda Certified Pre-Owned Vehicle (HCPV)*

VSC	No	HCPV	No
	No		No

23-047-6MXX00

2019-23 Passport/Pilot MOST FAKRA Service Cables Safety Recall

- Closed Campaigns / Recall Information
- Engineering Request - Action Required

There Are No Engineering Requests At This Time

Warranty Extension Open Campaigns / Customer Complaint, Must Verify Symptom

Warranty Extension Closed Campaigns

Honda Pilot

From: Daisy Alfaro (dalfaro@hillcountryhonda.com)

To: [REDACTED]

Date: Thursday, April 4, 2024 at 02:09 PM CDT

Hi [REDACTED]

The only database that we use in regards to recalls and up to date service information will be our Honda Interactive Network.

If you have any questions or concerns feel to reach us at (210)457-5500

Thank you,

Daisy Alfaro
Service Advisor
Hill Country Honda

Repair Order Detail - Internal Copy

Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: 5FN9YF5H28NB [REDACTED]

Main: [REDACTED]
 2022 PILOT GA

Click to View Cust Copy
 Cell: [REDACTED]

Mileage: 12,081
 Service advisor: 2433
 Tag number: T2376W

Payment type: CASH
 Promised time: 06:00 PM
 Promised date: 05/05/2023

Waiter: No
 Estimate: 0.00
 Customer Comments: No

A SERVICE MULTIPOINT PERFORM FREE EXPRESS SERVICE MULTIPOINT INSPECTION

MPI	I	SERVICE MULTIPOINT PERFORM FREE EXPRESS SERVICE MULTIPOINT INSPECTION	0.00	0.00
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Tech(s): 735

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B HCH GUARANTEE --REPAIRS MADE/PARTS REPLACED AT HILL COUNTRY HONDA COMES WITH A 3 YEAR OR 36,000 MILE PARTS AND LABOR GUARANTEE EXCLUSIVELY THROUGH HILL COUNTRY HONDA WHEN USING OEM PARTS--THIS EXCLUDES MANUFACTURER REP

HCHW	I	HCH GUARANTEE --REPAIRS MADE/PARTS REPLACED AT HILL COUNTRY HONDA COMES WITH A 3 YEAR OR 36,000 MILE PARTS AND LABOR GUARANTEE EXCLUSIVELY THROUGH HILL COUNTRY HONDA WHEN USING OEM PARTS--THIS EXCLUDES MANUFACTURER REP	0.00	0.00
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Tech(s): 735

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C C/S WHEN LEAVING GAS STATION THE CAR STARTED REVING UP BUT WASNT ACCELERATING, EVENTUALLY WENT BACK TO JORMAL, CHECK AND ADVISE

DIAG	I	ABSOLUTELY FREE DIAG CUSTOMER STATES	1.00	30.00
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Tech(s): 735

FDIAG FREE DIAGNSTIC -30.00

Pts: 0.00 Lbr: 30.00 Other: -30.00 Total Line C: 0.00

Story: 12081 WE PROCEEDED TO CHECK THE CODES WITH THE DIAGNOSTIC TOOL AND NO STORED CODES WERE FOUND.

D BRAKES SQUEAKING, CHECK AND ADVISE

MISC	I	MISCELLANEOUS	0.00	0.00
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Tech(s): 735

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 12081 THE BRAKES WERE CHECKED THEY ARE OK A DRIVE TEST WAS CARRIED OUT AND NO SOUND WAS HEARD.

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Cell: [REDACTED]

Vehicle: 5FNYP5H28NB [REDACTED]

Main: [REDACTED]

2022 PILOT GA

Mileage: 12,081

Payment type: CASH

Waiter: No

Service advisor: 2433

Promised time: 06:00 PM

Estimate: 0.00

Tag number: T2376W

Promised date: 05/05/2023

Customer Comments: No

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact [REDACTED] Main: [REDACTED]
 Vehicle: 5FNYP5H28NB [REDACTED] 2022 PILOT GA

Click to View Cust Copy
 Cell: [REDACTED]

Mileage: 12,366 Payment type: CASH Waiter: Yes
 Service advisor: 731 Promised time: 06:00 PM Estimate: 0.00
 Tag number: T1595 Promised date: 05/08/2023 Customer Comments: No

A SERVICE MULTIPOINT PERFORM FREE EXPRESS SERVICE MULTIPOINT
 INSPECTION
 MPI I SERVICE MULTIPOINT 0.00 0.00
 PERFORM FREE EXPRESS
 SERVICE MULTIPOINT
 INSPECTION

Tech(s): 706
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
 Story: 12366 DONE

B CUSTOMER STATES BRAKES MAKING A SQUEAKING NOISE WHEN STOPPING,
 CHECK AND ADVISE.
 DIAG I ABSOLUTELY FREE DIAG 1.00 30.00
 CUSTOMER STATES

Tech(s): 706
 FDIAG FREE DIAGNSTIC -30.00
 Pts: 0.00 Lbr: 30.00 Other: -30.00 Total Line B: 0.00
 Story: 12366 100 APPLIED STOP SQUEAL TO THE FRONT BRAKE PADS AND
 CLEANED OFF ALL BRAKE DUST

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

CUSTOMER #:



HILL COUNTRY HONDA #786

7338 W Loop 1604 N
San Antonio, TX 78254

Phone: (210) 457-5500 Fax: (210) 457-5555
www.hillcountryhonda.com

INVOICE

PAGE 1

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES
PO BOX 679811 DALLAS, TX 75267-9811

SAN ANTONIO, TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 276685 Christian Henley

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GA	22	HONDA PILOT	5FNYP5H28NB		26668/26668	T7140	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15SEP22 IS			10:29 17APR24		0.00	CASH	16APR24
R.O. OPENED		READY		OPTIONS:		SOLD-STK:NB034426 ENG:3.5_LITER TRN:2	
10:10 16APR24	11:34 16APR24						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A DIAGNOSE CONCERN CUSTOMER STATES, BRAKE SQUEAL ALL THE TIME GOING FORWARDS OR BACKWARDS. CHECK AND ADVISE.

CAUSE:

MISC MISCELLANEOUS

270852 CR 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
26668 performed test drive and could not duplicate squeal concern, checked all pads and rotors and found no problems

B HCH GUARANTEE --REPAIRS MADE/PARTS REPLACED AT HILL COUNTRY HONDA COMES WITH A 3 YEAR OR 36,000 MILE PARTS AND LABOR GUARANTEE EXCLUSIVELY THROUGH HILL COUNTRY HONDA --THIS EXCLUDES MANUFACTURER REP

HCHW HCH GUARANTEE --REPAIRS MADE/PARTS REPLACED AT HILL COUNTRY HONDA COMES WITH A 3 YEAR OR 36,000 MILE PARTS AND LABOR GUARANTEE EXCLUSIVELY THROUGH HILL COUNTRY HONDA --THIS EXCLUDES MANUFACTURER REP

270852 CM 0.00 0.00

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

C SERVICE MULTIPOINT PERFORM FREE EXPRESS SERVICE MULTIPOINT INSPECTION MPI SERVICE MULTIPOINT PERFORM FREE EXPRESS SERVICE MULTIPOINT INSPECTION

270852 CM 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D DIAGNOSE CONCERN CUSTOMER STATES, VEHICLE HAS STALLED ON HER AND IS NOT PICKING UP SPEED, CHECK AND ADVISE

CAUSE:

MISC MISCELLANEOUS

270852 CR 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

26668 no dtc found, test drove vehicle and found to have normal

"I acknowledge notice and oral approval of an increase in the original estimated price
Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used. 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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

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 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER COPY



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

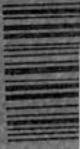
CERTIFIED MAIL®



San Antonio, TX



Retail



Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rig Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

DOT

6/21/2024 12:46:14 PM

National Highway Transportation Safety Administration
1200 New Jersey Ave SE
Washington D.C. 20590

NEF

