

June 3, 2024

National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC. 20590

To the Administrator:

I am writing to submit a formal complaint regarding the failure of American Honda to remedy a defect in my vehicle. I was first notified that my car had been recalled for an issue with the fuel pump, stating that "the fuel pump may have an improperly molded impeller, which, over time, can cause the fuel pump to become inoperable, which could cause the engine to stall, causing an increase in the risk for a crash or injury.") I was first notified in a mailer, on February 20th, 2024, that my car (Honda Civic Hatchback, 2018 model; VIN number: SHHFK7H23JU [REDACTED]) was indeed at risk and in need of repair. When I went on-line to read more about this recall, I saw that the actual recall date was 12/18/23.

On February 21, 2024, I called Wilder Honda in Port Angeles, WA. to make an appointment for repairs and let them know I was very anxious to have this done, as I had been informed that the problem with the fuel pump could cause the engine to stall while driving, and I was afraid of a crash or injury. They sympathized with me, and said that parts had been ordered, but stated there was nothing they could do yet, because the parts were not available. I asked if they could loan me a car to drive, while awaiting repairs, since I did not feel safe driving under these conditions. They replied that they knew nothing about that option. They gave me the number of "Honda Customer Care" to speak with about my safety concerns. (1-800-999-1009)

When I talked with Jessica at this number, she stated that some dealerships do have parts and can prioritize my situation. She tried to reassure me that if something did happen, the stalling "happens gradually", as if I were running out of gas; that there would be "no complete loss of power that would result in an accident." She felt the dealership would be able to "add me to the priority list."

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She told me that "if anything does happen, call back." She said she would make a note that I called.

And so, I continued to wait to hear from Wilder Honda in Port Angeles (that is the closest Honda dealership to me and where I take my car to be serviced; and besides, I had called a few other Honda offices in an area of 50 miles from my home and they had no better response for me than Wilder, the problem always being that "they had no part available yet.") When I hadn't heard from Wilder by April 24, 2024, I called them again. This time, I was forwarded to "the recall lady." Unfortunately, I got a voice message only (for Kelly Allen). I left a message with a cell phone number where I could be reached: "Please call me to schedule repair of fuel pump. I am not comfortable driving." At that point, I started making a habit of driving only on roads with a shoulder available, in case something happened. Sometimes, this involved me driving further than I would normally have had to, but I felt it was worth it, for safety's sake.

In early May, I had a very sincere voice message from a woman at Wilder Honda. She wanted me to know that she was doing her best to get me an appointment, but that not having the parts was the issue. She said that I was being placed on a priority list, and I would be called to make an appointment as soon as she possibly could.

Unfortunately, by May 22, 2024, I still had not had any further calls to schedule a repair of my car. I called another Customer Care number I had been given in one of the messages, (360-504-0565) and spoke with "Nancy." She referred me to the "Parts" department. They came back with a message that I was on the "priority list" and that parts had been ordered and that they would "call me." When I asked "how soon," she answered "I have no idea." She explained that the parts had to be made, which is what was taking so long.

So, to date, I still have had no repairs on my car, and I am increasingly concerned about driving it, as it DOES NOT FEEL SAFE!! I believe that the longer I drive my car without these repairs, the higher the chances that something could happen. In a letter sent to me in May from the Honda Automobile Division, about this safety recall, I was informed that "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 contacted

the dealer for a repair appointment,) you may submit a complaint to the Administrator at the National Highway Traffic Safety Administration." Your letter ends..."please be assured that your safety is our first concern." With all of these failed attempts at insuring my own safety, I am beginning to wonder! It has now been over 100 days since I first called for repairs.

PLEASE ASSIST ME IN GETTING A REPAIR APPOINTMENT ASAP. I would appreciate that very much, as I will only feel SAFE again, driving my car, once the repairs are done. If you can't make this happen at Wilder Honda in Port Angeles, please tell me where else I could go to get this done (within a 50 mile radius.) I just want to get this problem remedied as soon as possible.

Sincerely,

[REDACTED]

[REDACTED]

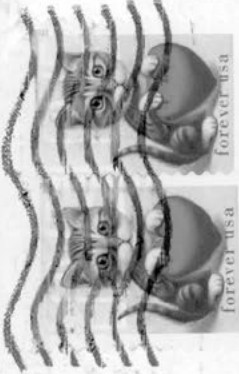
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