

[REDACTED]
Garland, TX [REDACTED]

May 20 2024

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

RE: 2017 Honda Pilot 5FNYP5H94H [REDACTED] NHTSA Recall Number: 23V-858:

Dear NATSA:

I would like to start by saying, thank you for watching out for the consumer. You are appreciated.

I received the above recall notice for the fuel pump in 2023. I took my vehicle into the dealership in January 2024 and it was verified at that time that the fuel pump in my vehicle is actually one of the parts on this recall. I was told they would have the pump in during February, then it was March, and then it was October, and today on my call, the Honda Automobile Customer Service Agent informed me it will be in sometime during the fall on 2024.

My wife and I are in our 70s and live in Texas. As you have probably heard Texas has very hot weather. In fact, when driving in West Texas you can still drive for hours and not see a town. If we were to break down anywhere in Texas because of the defective part it would be dangerous for us not only due to the heat, but traffic avoidance, and even service availability. According to Honda Service, I would have to have my car towed, stored, acquire a rental car (unreimbursed) until the fall when they may happen to get a new part in.

Since your documentation mentioned that I could send you a complaint if this issue has not been resolved within 60 days that I would do so. I have no idea why Honda can't have these parts made locally or even rushed, but having a recall and then not taking any action surely can't be acceptable by NHTSA. Is there something you can do to speed up this potentially dangerous situation?

I would appreciate any help you can provide to apply pressure to get this situation taken care of for the owners of these cars.

Thank you for your consideration
[REDACTED]

[Handwritten signature]



Garland, TX

So if the sow sets you free, you

John 8:36

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NEF

National Highway Traffic Safety Admin

1200 New Jersey Ave., SE

Washington DC

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