

[REDACTED]
Marshfield, MA [REDACTED]
May 15, 2024

American Honda Motor Co., Inc
Honda Automobile Customer Service
1919 Torrance Blvd.
M/S CHI-5
Torrance, CA 90501-2748

Re: 2016 Honda Accord EX-V6
VIN: 1HGCR3F86G [REDACTED]

Dear Sir/Madam:

I own the above vehicle purchased new in 2016 at Ocean Honda, Weymouth, MA. The current mileage is 39,758. Recently, on 4.9.24 the power steering failed leaving me in an extremely dangerous situation while driving on an interstate. Turning to change lanes was nearly impossible and I had to reduce speed to 15 mph to exit off ramps. Again a dangerous situation in high traffic volume.

I left my car at a dealership/service center to be evaluated advising them that the power steering hazard light came on when the power steering failed. When the car was started at the dealership to be driven into a repair bay the hazard light did not come back on and there was no evidence the electrical power system had failed. It is inexcusable that one of the high profile - immediate repair icons - can be switched off by simply turning off the motor. The icon should remain on until the power steering was fixed. The dealership advised me that after inspection they could find no system code failures and could find no problem. The only conclusion they could offer was the car 'rebooted' when turned back on. At that time I could only hope the situation would not repeat.

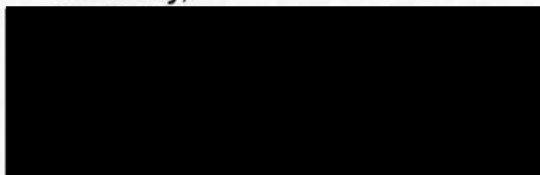
Five weeks later, 5.13.24, the power steering again failed making it extremely difficult to change lanes. Fortunately, I was able to drive directly to the dealership and left the vehicle running with the hazard light visible for repair staff to check for an error code. After a lengthy, extensive inspection of my vehicle they advise me the repair will involve replacement of the entire steering column-power steering system which will cost me \$2,900!!!!

Having reviewed the National Highway Traffic Safety Administration website for the years 2014 through 2018 alone it is surprising to see the volume of complaints for this major issue - electrical power steering failure. The number of complaints regarding Honda Accords 4 DR FWD is significant in my opinion. Of 274 steering complaints I reviewed approximately 173 reported experiences were similar to mine or worse involving vehicle damage or injury to the occupant/s. One can only surmise the number

of dangerous incidents unreported during those years. Why hasn't there been a recall by Honda for the power steering system to be replaced to correct this? Corrected at no cost to the owner by Honda!

My wife and I have been owners of Honda vehicles for the past 20 years; however currently, very dissatisfied owners. Honda needs to address the complaints and issue a recall. I await your response.

Sincerely,



Encl: Paid repair invoice

Cc: Administrator, NHTSA
1200 New Jersey Avenue, SE., Washington, DC 20590.

BROCKTON MA 023

17 MAY 2024 PM 3 L

NEF

Administrator
NHTSA
1200 New Jersey Avenue, SE
Washington, DC. 20590

20590-

