

Regarding Honda Civic:

March 5, 2024

I am writing this letter/ request because of my life and others who bought a 2020 Honda Civic, Vin number 2HGFC2F61L [REDACTED] This car was purchased on 6-16-2020 and now has only 7720 Miles after 3years 8 Months. The trouble started in the first months with the "BRAKE" light coming on when you were driving and not no where close to anyone or anything. If you did not hit the brake because there was nothing there the car would start slowing itself down. I reported this several times to the Honda place and was told first, there could have been a tree close by. Next time it was things on the side of the road etc. It did it 3 times at least on the interstate and it started slowing itself down but when I would accelerate the other cars were closer and I had to really speed up to get out of there way. This time they told me it could have been a highway sign.

Next the lights on the dash board would start coming on and go back and forth then they started going in and out over and over etc. The most important was three weeks ago as I was leaving Church I turned onto Mebane Street and five lane highway and the car completely CUT off in the middle of a lot of traffic. I panic for a second then got the flasher light on to keep from getting killed. I started the can and got it off that road. I had to stay there for a while to calm myself down, I do not ever remember in my almost 80 years ever feeling as close to death as I was that day. I was and have been in the past afraid of this car and never should this car be sold to anybody because there is and has been something wrong. After this I went back to the Honda place and explained this to them and they said that they don't know what would cause this to happen.

Next the lights on the dash board and I made appointment and they said they may have to keep the car for a while, have I arranged for that? I had doctor appointments and only have one car so I put it off for a few days and did not drive the car except to doctor. By this time after this happened all the big and small lights came on the dash and stayed on would not cut off anytime. I went back to the Honda place and begged them to show me how to reset these lights, the third time they said for the first time that they could do a diagnostic on the car. This would cost \$157.00 dollars but may tell them what was going on with the lights. None of them knew how to reset any of the lights on the car so they would stop



flashing. Then I was given an appointment saying it would cost me \$162.95 dollars.

The small lights were all around the window and the big ones were running across the screen nonstop. Sunday afternoon I stayed in the car for over two hours hitting ever button I could find over and over. As I repeated this process over and over and the next morning I went to try more but guess what the lights were all out and have stayed out now for one whole day. I cancelled the appointment if the lights are burning it will not pick up on the test.

This car is very dangerous and should never been put on the road, every time I go the fear is there and I am more careful than I have ever been. I do not want to die in this car and especially I do not want to kill anybody else. Please consider the risk that we take in a car that should never been put on the road.

Sincerely:

[REDACTED]

Phone:

[REDACTED]

[REDACTED]

Burlington, North Carolina [REDACTED]

PS: You know by now that I did not know what I was doing when I tried to fix the lights and I was just wondering when I did all that and it worked except for the Mileage is in KM, and the speed is KM/h. I am afraid to touch the keys anymore, got any suggestion? I have to Multiply the distance in Kilometer by 0.621371 to get my miles.

CDK Service - Appointment Scheduling

Appointment Summary Scheduled

Roll To QUOTE

Print

Cancel Appt

Advisor : Service Department
Transport: Drop Off

Service List

Op Code	Description	Disp CD	Price	Sold Hours
101001	FREE MULTI-POINT INSPECTION	S10	\$0.00	0.00
DIAG	DIAGNOSTIC DIAGNOSTIC - CUS TOMER STATES MU LTIPLE WARNING L IGHTS COMING ON. CHECK AND ADVIS E	S10	\$142.00	1.00

Sold Hours: 1.00
Sub Total: \$142.00
Shop Charges: \$10.65
Tax: \$10.30
Total: \$162.95

Customer Comments

SHUTTLE

Customer Information

Name : [REDACTED]
Company: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]
Address: [REDACTED]
BURLINGTON, NC [REDACTED]

Vehicle Information

Year: 2020
Make: HONDA
Model: CIVIC
Mileage: 3000
VIN: 2HGFC2F6 [REDACTED]
Stock #:

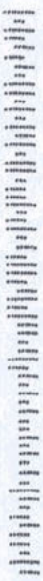
GREENSBORO NC 270
PIEDMONT TRIAD AREA
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NHTSA

NE
3/12/24

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1200 New Jersey Avenue SE
Washington, D.C. 20590



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