

March 7, 2024

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

REF: Honda Civic – 2018 / VIN 2HGFC4B02JH[REDACTED] – 38K miles

TO WHOM THIS MAY CONCERN / ADMINISTRATOR:

I purchased a 2018 Honda Civic on May 25, 2018, leased from Hinshaw's Honda, 2605 Auburn Way N, Auburn, WA 98002.

I received an email/text from the sales person at Hinshaw's Honda, Joe Rubin. He stated they were having a sale and to come in and look at cars they had. When I got to Hinshaw's I asked about the car and he said everything was the same as the one I had. That's when I asked I thought you said they were on sale. He stated we had extra cars. I ended up leasing the Honda Civic that I really regret!

I have leased at least 7 to 8 Honda's ranging from Accord to Civic models. Every single lease, the cars drove smooth like a new car should. After driving the 2018 Civic for a month or so, I noticed the car was not driving the same as the other leases.

I kept hearing a noise from the heater/air conditioner when turned on, the car would vibrate when driving, alignment was off and I could feel the *steering wheel* vibrate. The steering is bad! I took the car back to Hinshaw's for check-ups several times. The mechanic and I took it for a test drive and said there was a bit of vibration. Hinshaw's replaced a part in the heater/air conditioner costing \$12. Still made the noise.

Hinshaw's did an alignment but was still pulling to the right so I took it to AutoNation Honda Renton, 3701 E. Valley Rd, Renton, WA 98057 and drove better. They said the *"shoe was turned to the right"* not sure what that means but it didn't sound good. In 2023, I took it somewhere else to get another alignment done again where it's driving smoother.

1. February 2024:

Under Recall: An operable fuel pump could prevent improperly molded impeller. Over time the impeller can deform and cause the fuel pump to become inoperable.

Safety Consequence – The check engine fuel pump could *prevent an engine from starting, cause a vehicle to lose drive power, or stall while driving, increasing the risk of a crash or injury.*

Honda Will Do: The replacement parts needed to repair your vehicle are not currently available but are expected to become available in the *fall of 2024*. Honda will send you a follow-up letter when replacement parts are available so you can then bring your vehicle in for repair. The dealer will replace the fuel pump module for FREE.

On February 25, 2024, I received a letter from Hinshaw's Honda that there was a defect which relates to motor vehicle safety exists in certain 2018-2020 Accord, Civic, Civic Type along with other models.

A couple times my car wouldn't start, after the second time it did however, this is not a safe car and I'm scared to drive it knowing it could cause a crash or injury. I do not think repairing the issue until fall of 2024 is feasible for me because of all the unsafe issues with the fuel pump and what it could cause if car stalls.

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1. June 2023: 2016-2021 Civic and 2017-2022 CR-V A/C Compressor Shaft Seal Leak

What is the reason for this Warranty Extension?

Due to a new North America regulation that introduced a new refrigerant and oil requirement, the compressor shaft seal may leak. The new refrigerant and oil may cause swelling of the compressor shaft seal. The swelling may lead to abnormal wearing of the seal which may increase seal gaps around the compressor shaft allowing refrigerant to leak out.

American Honda is extending the warranty on the A/C compressor shaft seal from the original 3 years to 10 years from the

What will Honda do?

If your vehicle is experiencing a problem related to this condition, call any authorized Honda dealer and make an appointment to have your vehicle inspected. If the problem is related to this condition, Honda will replace the A/C compressor shaft seal for FREE.

2. November 2019: Warranty Extension: A/C Condenser Leaks

This warranty only covers vehicles that have a defective air conditioning condenser installed at the factory. The A/C condenser was not manufactured to specification. As a result, tiny holes may develop in the condenser tube walls that allow refrigerant to leak out. The warranty will not apply to any vehicle that has leaking condenser due to foreign object damage.

American Honda is extending the warranty on the A/C condenser to 10 years from the original date of purchase with no mileage limit.

What should you do?

If the vehicle's NC does not blow cold air, go to any authorized Honda dealer to have the vehicle inspected. If the A/C condenser is leaking because it was not manufactured to specification, it will be replaced. This work Will be done for free. Please plan to leave your vehicle at the dealer for at least a day to allow them flexibility in scheduling.

I received the notice from Honda stating there was a recall in the air conditioner and needed to be replaced. I took and showed the letter to the Mike Sands, Manager at the service department of Hinshaw's Honda. I asked if my car was affected by the recall and he said no it didn't affect my car. I still didn't feel comfortable because the letter stated year and model of leased Honda. I kept the letter just in case. In the summer of 2023, the air conditioner was blowing warm air so I immediately took the car to another place forgetting I had saved the recall letter. I dropped off the car and luckily they didn't have the proper freon/refrigerant and I didn't have to pay out-of-pocket. I called Hinshaw's Honda and spoke to person who replaced Tim Lasso. He told me to schedule an appointment and bring the car in to repair the recall. After that was complete, the car had a whistling sound when I turned on the air conditioner.

My question to Honda is if the A/C Condenser Leaks and Compressor Shaft Seal Leaks will this be an on-going repair? If that's the case I am more comfortable requesting a replacement for a new model that won't have any issues. This is the only Honda Civic that's had issues like this and why was I sold a lemon??

Beside the many issues the car has, underneath the driver's seat the carpet cover is too big. The service department manager stated it was probably made from another country and made differently. The visor mirrors have no light added in which I mentioned to sales person but nothing was done about it. I have a patched car with so many issues.

My request to you or the dealership is to provide a new car. Without knowing if another recall is going to pop up I would prefer a new car that is *not* patchable. Please consider this request or let me know what other options I have within reason.

Sincerely,

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National Hwy Traffic Safety
Admin.
1200 New Jersey Avenue, SE
Washington, DC 20020

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