

August 9, 2024

Bridgecrest
Auto Financial Dept.
7465 E. Hampton Avenue,
Mesa, AZ 85209, USA.

Dear Sir/Madam.

Greetings, I am writing this letter in connection to my complaint against the dealer **CARVANA** who sold to me this said vehicle with **VIN# SHHFK8G70MU** [REDACTED] merely describe as a **2021 Honda Civic Type R Hatchback Sedan** which I was aware that **CARVANA** sold me the said vehicle above with the disclosure that the said vehicle has a recall in which **CARVANA** told me just to bring the said vehicle to any **HONDA** Dealer to address the said recall and besides the said vehicle is still under the said limited warranty.

Unfortunately, when I went to a Honda Dealer they refuse to address said recall issue and I tried to call management why they are not addressing the said recall and again I informed **CARVANA** which they keep on giving me the run around therefore I called up Honda USA regarding the matter and gave me a recall result when inquiring but still the recall issue which I found is a safety recall which is very important and dangerous if not address/fix/replace. On my second attempt to have the recall issue done Honda dealer told me that because even though my vehicle is under the recall list, the said vehicle is not or has not yet indicated any warning they cannot fix the issue.

I am trying to be patient in this matter but as far I look into this recall I found out that on February 1, 2024 that **HONDA USA** notified **NHTSA** of a **STOP SALE** and recall issue so why did **CARVANA** sold the said vehicle to me ?not to mention that despite mechanics would like to fix it there are no sensor available to replace the malfunctioned sensor to think it is a safety sensor. **I request that my contract of sale be cancelled and the said vehicle return because of the recall which cannot be address and I am afraid to drive this car for my safety** otherwise I have no other recourse but to seek legal remedy or to just reverse these auto loan and return a defective vehicle as I may say, the said vehicle is still on its beautiful state and unfortunately, I cannot use. I thank you for your time in this matter and am hoping for your immediate response.

[REDACTED]

CC.

America Honda Motor Co., Inc.
National Highway Traffic Safety Administration
CARVANA LLC

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[REDACTED]
Sacramento, CA

USA

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NEF

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