

[REDACTED]  
[REDACTED]  
Queen Creek, AZ [REDACTED]  
[REDACTED]

August 29, 2024

American Honda Motor Company, Inc.  
1919 Torrance Blvd, PO Box 2215  
Torrance, CA 90509-9870

RE: American Honda Motor Company, Inc.  
Automotive Division  
Recall Case [REDACTED]  
800-999-1009

CC: Administrator, Highway Traffic Safety Administration  
1200 New Jersey Ave  
SE Washington, DC 20590

CC: Honda Superstition Springs Dealership  
6229 E. Auto Park Drive  
Mesa, Arizona 85206  
480-355-6984

Dear The Director of Recall Division Customer Service,

I am writing to formally express my concern and dissatisfaction regarding the unresolved recall of my vehicle, a 2019 Honda Civic Coop VIN#2HGFC3B3XKH [REDACTED], regarding the fuel pump module. The recall states that the fuel pump may have an improperly molded impeller and that, over time, the impeller can deform and cause the fuel pump to become inoperable. The safety consequence is that an inoperable 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. According to the recall notice, replacement parts are to be available in the Fall of 2024.

**However, the severity of this situation becomes tangible with an alarming incident that occurred about six weeks ago. The fuel pump shut off unexpectedly while I was driving on the freeway, almost causing an accident. This sudden malfunction nearly caused a significant accident, placing both my life and others at grave risk. It is imperative to consider that such a failure can lead to devastating consequences, and it is unacceptable to leave customers unaddressed regarding a critical safety recall.**

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**The following is what I have done to address this issue:**

- February, 2024** I received my first recall notifying me of the fuel pump recall.
- May, 2024** I received my second recall notifying me of the fuel pump recall.
- July, 2024** The fuel pump shut off unexpectedly while I was driving on the freeway, almost causing an accident.
- July 31, 2024** I took my car to the Arizona DMV for a smog check to renew my registration. When I was there, they told me the fuel pump had a recall that must be fixed immediately.
- August 1, 2024** I took my car to the Honda Superstition Dealership to get the recalled fuel pump fixed. The dealership told me they would drive it and if they could get the fuel pump to register an issue, they could fix it. If not, I would have to contact American Honda to get permission for it to be fixed. They could not get the fuel pump to register an issue, even though it had caused me issues on the freeway a few days prior.
- August 1, 2024** I called American Honda Recall Division and left several messages for Karen. She finally called me back over two weeks later.
- August 16, 2024** I called Karen in the American Honda Recall Division. She read me a recall script telling me what I already knew. She did not listen to my situation and continued to read the script of how they could not fix it due to the lack of parts. I told her I had an issue on the freeway that almost caused a major accident. I told her that Honda Superstition couldn't get the fuel pump to register the issue, and they wanted permission to fix the fuel pump module to prevent another unwanted accident. Each time I explained my situation to Karen, she went back to reading her script with no concern for my safety. When I was waiting on the phone to talk with Karen at American Honda, the recorded message said, "At Honda, your safety is our #1 priority."

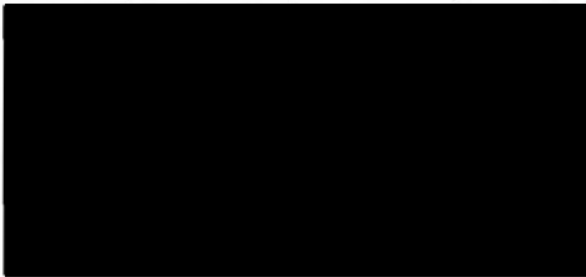
I left the conversation with Karen not only frustrated but with no answer in sight for this to be resolved. The lack of urgency in handling this matter is concerning. Both Honda and the Honda Superstition Dealership are sending me back and forth between themselves, saying they can't help me. This ping-pong back-and-forth does not align with the high standards of safety and customer service that I expected from American Honda. Nor does it align with your tagline, "At Honda, your safety is our #1 priority."

**August 29, 2024**

It's been one month. My car still sits at the dealership waiting to be fixed. We are at a standstill. I refuse to drive it due to the high risk of an accident. I am not willing to put myself at such a risk as stated in the recall notices. American Honda is refusing to fix this. Honda Superstition Springs is refusing to fix it unless American Honda approves it.

My entire life I have only purchased Hondas. I have been a huge Honda fan. Not so much any longer. I will refuse to purchase another Honda if this situation does not get resolved in a professional and safety conscious manner. Safety should always be your #1 priority. It doesn't mean that it is. I urge you to reconsider the handling of this recall, give this matter the priority it deserves, and back up your statement that "at Honda, your safety is our #1 priority."

Please provide me with an expected resolution and clear dates as to when I can expect the safety recall to be repaired and when I can expect to pick up my car.



Queen Creek, AZ

NEC

Administrator, Highway Traffic Safety Admin  
1200 New Jersey Ave  
SE Washington, DC 20590

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