



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



January 23, 2025

[REDACTED]
[REDACTED]
North Baldwin, NY [REDACTED]

NEF-109 jb
Ref. No. 11623606

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Honda Passport vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2020 Honda Passport is affected by NHTSA Safety Recall Campaign No. 23V858. We understand your concerns with the parts delay for Recall 23V858. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. At this time, Honda is now shipping recalled parts and dealers are repairing the affected vehicles. However, due to the volume of vehicles involved in this recall, Honda has advised that they are conducting this recall in phases. We encourage you to contact Honda and your dealer on the latest status of the call parts and schedule an appointment for the repair as soon as possible.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement