

[REDACTED]
[REDACTED]
Lahaina, HI [REDACTED]

November 1, 2024

Dear National Highway Traffic Safety Administration,

I am writing to formally express my serious concern regarding the unresolved fuel pump recall issue for my vehicle, which I purchased from Island Honda of Maui.

Since February 2024, I have been consistently in contact with the parts department at Island Honda, seeking resolution for the fuel pump recall. Despite my continuous efforts, I have been repeatedly informed that the required part is still out of stock. It is now November 2024, and it has been seven months that I am driving a vehicle with a known defect that could potentially lead to loss of drive power or stalling while on the road.

This situation is deeply troubling, especially considering that I frequently travel with my two-year-old son. Today, I received a letter from the Honda Automobile Division stating that the necessary fuel pump part is now available for my vehicle. However, upon contacting Island Honda, I was told that the part is still out of stock.

Below is the relevant information regarding the recall:

NHTSA Recall Number: 23V-858
Honda Campaign Number: EGW
Service Bulletin Number: 24-024
Make and Model of Vehicle: 2019 Honda Insight
VIN Number: 19XZE4F59KE [REDACTED]

Furthermore, Island Honda informed me that the repair would take an entire day to complete. When I inquired about the possibility of using a loaner car, I was told that they do not offer such a service and can only provide a shuttle service. This is unacceptable given that I am unable to spend a day waiting for my car to be repaired.

I kindly request your immediate assistance in addressing this imminent problem. The continued delay in resolving this recall poses a significant safety hazard for me and my family. I urge you to intervene and suggest a solution to ensure that the necessary repairs are made promptly and safely.

Thank you for your attention to this urgent matter. I look forward to your swift response and assistance.

Sincerely,
[REDACTED]
[REDACTED]



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Lahaina, HI

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