

Miami
5/4/2024

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, DC 20590

Dear Ladies & Gentlemen,

I am writing to express my concerns regarding the recall associated with NHTSA Number 23V-858, as issued by Honda Motor. While I understand the importance of addressing safety issues, I am disappointed by the lack of consideration for vehicle owners like myself in the process.

Specifically, I have received a recall notice instructing me to bring my vehicle to a dealer for repair. However, there has been no assurance or clear communication that the necessary parts will be available for the required repairs upon my arrival. This oversight causes unnecessary inconvenience and uncertainty for owners, as we are left without confirmation of when or how the issue will be resolved in a timely manner.

It is my belief that Honda Motor and the relevant parties involved should make every effort to ensure that repair parts are readily available before sending out recall notices. This would prevent unnecessary disruption to owners' schedules and maintain confidence in the company's commitment to addressing safety concerns efficiently.

I trust that my feedback will be taken into consideration as the recall process moves forward, and I hope that future communication will better address these important concerns.

Thank you for your attention to this matter. I look forward to a prompt resolution.

Sincerely,

[REDACTED]
[REDACTED]
Sunny Isles Beach, FL
[REDACTED]
[REDACTED]

22

Miami
12/5/2024

American Honda Motor Co., Inc.
1919 Torrance Boulevard
P.O. Box 2215
Torrance, CA 90509-9870

Subject: Concerns Regarding Recall Notice and Availability of Parts

Dear Ladies & Gentleman:

I recently received your recall notice regarding the necessary repairs for my vehicle, NHTSA Recall Number 23V-858. While I appreciate the effort to address any potential issues, I encountered an unfortunate situation when I contacted the dealership to arrange for the service.

This morning, I called the dealer where I purchased the vehicle, only to be informed that the necessary parts are not yet available to complete the recall repair. When I inquired about this, the attendant confirmed that Honda had indeed sent out the recall notices before the parts were in stock.

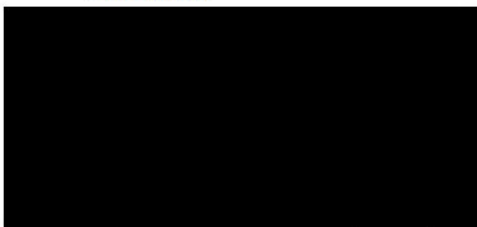
I would strongly suggest that in the future, recall notices should only be sent to vehicle owners once you have confirmed that the necessary parts are readily available. Sending letters prematurely undermines the reliability and trustworthiness that your brand has built over the years. It also creates unnecessary frustration for owners, as we now find ourselves with a notice but no clear timeline for when the repair can actually be completed.

It appears as though Honda may have sent out these notices to meet a regulatory deadline, without fully ensuring that the parts would be available in a timely manner. This compromises the overall customer experience and reflects poorly on your commitment to quality service.

I trust that Honda will take this feedback seriously and make the necessary adjustments to prevent similar situations in the future.

Thank you for your attention to this matter.

Sincerely,



Sunny Isles Beach, Fl. 



cc: U.S. Department of Transportation - NHTSA Recall Division

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 1HGCV1F52KA [REDACTED]

November 2024

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Honda has decided that a defect which relates to motor vehicle safety exists in certain 2018-2022 Accord 1.5T vehicles. In February 2024, a notice was mailed to inform you about this defect and that replacement parts needed to perform the repair were in limited availability. **This notice is being sent to inform you that these parts are now available and you can bring your vehicle in for a free repair.**

Why my vehicle is under recall: As stated in the initial notice, the fuel pump module may have an improperly molded impeller. Over time the impeller can deform and cause the fuel pump to become inoperable.

Safety Consequence

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.

Emission Consequence

The check engine light may illuminate as a result of this defect. Your vehicle may fail a state or local emissions inspection when such tests are required under state law if you do not have the repair done.

What Honda will do:

Your Honda dealer will replace the fuel pump module for **FREE**. Honda estimates the repair will take approximately an hour and fifteen minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

What we need you to do:

Please call any authorized Honda dealer and schedule an appointment to have your vehicle repaired for **FREE**.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

California Owners Only

The DMV will not renew your vehicle's registration until this emissions recall has been completed. After completing the repair procedure, your dealer will give you a Vehicle Emission Recall - Proof of Correction certificate. Please make sure the dealer completes and provides you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

Emission Warranty

In order to assure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

- Check recall information for your vehicle by accessing the **Honda Recall Lookup** tool at recalls.honda.com and entering your Vehicle Identification Number (VIN).
- If you have questions or concerns, we encourage you to:
 - contact your local Honda automobile dealer; or
 - chat with our 24/7 virtual agent "Ask Dave" at askdave.honda.com; or
 - email or chat by going to mygarage.honda.com/s/help-honda; or
 - visit X (formerly Twitter) @HondaCustSvc; or
 - call Honda Automobile Customer Service at 1-888-234-2138 Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time.

If you paid out of pocket to have these specific recall repairs performed on your vehicle, you may be eligible for reimbursement; please contact American Honda's Customer Support & Campaign Center to determine potential eligibility or submit for reimbursement via QR code.

To submit for reimbursement:

Scan the QR Code or visit <https://mygarage.honda.com/s/send-an-email> and select the following:
Topic: Recalls/Campaign

[Redacted]
Sunny Isles Beach, FL
[Redacted]

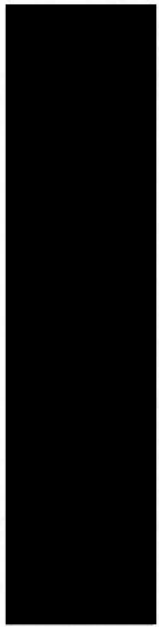
NEF

MIAMI FL 330
7 DEC 2024 PM 5 L

HAPPY



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, DC 20590



20590-