

[REDACTED]
[REDACTED]
Arlington, VA. [REDACTED]
[REDACTED] [REDACTED]

January 1, 2025

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Subject: Urgent Complaint Regarding Honda's Refusal to Repair Recall Issue

Re: Follow-Up on Case # [REDACTED] - Request for Goodwill Repairs and Expense and/or
Warranty Assistance for Transmission Issues in 2014 Honda Civic (VIN:
2HGFB2FBXEH [REDACTED] Jurisdiction: United States, State of Virginia

Dear NHTSA,

I am writing to formally lodge a complaint against Honda for their refusal to repair a recall-related issue on my 2014 Honda Civic Sedan 4DR SDN LX CV (VIN: 2HGFB2FBXEH [REDACTED]). Despite multiple attempts to resolve this matter directly with Honda, they have consistently refused to address the safety defect covered under the recall.

Background: Honda has a documented history of non-compliance with Early Warning Reporting (EWR) regulations, as evidenced by the \$70 million fine imposed by the NHTSA for failing to report thousands of injury and death claims potentially linked to vehicle defects. This pattern of behavior raises serious concerns about their commitment to customer safety and regulatory compliance.

Steps Taken:

1. **Gathered Evidence:** I have meticulously documented all communications with Honda, including emails, phone calls, and service records. I have also taken photos and videos of the issue and obtained diagnostic reports from independent mechanics.
2. **Contacted Honda Directly:** Despite escalating the issue to Honda's customer service department and obtaining a case number ([REDACTED]), the local dealership and Honda have refused to perform the necessary repairs.
3. **Explored Legal Options:** I have consulted with an attorney specializing in consumer protection and am considering further legal action if necessary.

122

Safety Concerns: The defect in my vehicle poses a significant safety risk, and I have ceased driving it to prevent potential harm. This situation has caused considerable inconvenience and stress, and I am deeply concerned about the safety of other Honda owners who may be facing similar issues.

Request for NHTSA Intervention: I urge the NHTSA to investigate this matter and take appropriate action to ensure Honda complies with recall obligations. Your intervention is crucial in holding Honda accountable and safeguarding the well-being of consumers.

Thank you for your attention to this urgent matter. I look forward to your prompt response and assistance in resolving this issue.

Sincerely,

[REDACTED]
Arlington, VA. [REDACTED]

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