

MAR25 '25 10:11

NHTSA

03/05/2025

1200 New Jersey AVE., SE,
Washington, DC 20590

To Whom it may concern

My name is [REDACTED].

I have a 2024 Honda HRV.

VIN # [REDACTED]

Mailing address [REDACTED]

Diamond Bar CA [REDACTED]

Email address: [REDACTED]

I received safety recall notice in December 2024. I called Norm Reeves Honda in West Covina, Diamond Honda in City of Industry and Metro Honda in Montclair in December 2024, none of them has the parts for the services. I called in January 2025, still no parts. In February, only Metro Honda able to schedule me for the services on 02-21-2025. But they only add grease in the EPS gearbox, they didn't replace the worm gear spring (the invoice is attached) and I was told it will be okay.

I like to report the situation of my safety recall services just in case.

Thank you!

[REDACTED]

Copy to American Honda Motor Co., Inc. in California

RE



AUTOMOBILE DIVISION

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

NHTSA Recall Number: 24V-744
Honda Campaign Number: MJU
Service Bulletin Number: 24-118

IMPORTANT SAFETY RECALL

November 2024

This notice applies to your vehicle: [REDACTED]

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 2024 HR-V vehicles.

Why my vehicle is under recall: Due to an improperly manufactured electronic power steering (EPS) gearbox worm wheel and improperly set worm gear spring, friction between the worm wheel and worm gear can rise, resulting in additional steering effort and difficulty, increasing the risk of a crash or injury.

What Honda will do: Your Honda dealer will replace the worm gear spring and add grease in the EPS gearbox assembly for **FREE**. Honda estimates that the repair may take up to 2 hours to complete. 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 to 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.

- 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 American Honda's Customer Support & Campaign Center 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 and for instructions on how to request reimbursement.

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

Sub Topic: Recalls/Campaigns: Reimbursement Request

If you no longer own this vehicle or if any of the information is not correct, please complete and return the enclosed prepaid Information Change Card as soon as possible. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this recall may cause, but please be assured that your safety is our first concern.

Sincerely,

American Honda Motor Co., Inc.

CUSTOMER #

INVOICE



Metro Honda

AUTHORIZED HONDA DEALER

9399 AUTOPLEX DRIVE
MONTCLAIR, CA 91763
PHONE: (909) 625-5000
www.metrohonda.com

CA

PAGE 1

HOME:
BUS:
CONT:
CELL:

SERVICE ADVISOR: 1373 ROBERT G HARLOW

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for a 2004 Honda HR-V.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work order details for greasing.

A C/S: 24-118:6JP00 -2023-25 EPS GRBX GREASING SAF REC2023-25 EPS GRBX
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B MULTI POINT INSPECTION (SEE ATTACHED SHEET)
MPI PERFORM MULTIPOINT INSPECTION
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C TIRE PRESSURE ADJUSTMENT TO MANUFACTURER SPECIFICATIONS
62TPC TIRE PRESSURE INSPECT (SEE ATTACHMENT)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ESTIMATE: 0.00
CONTACT: 27FEB25 08:59 SA: 1373

#3235 CREATED 2025-02-21
07:50:00AM TAKEN BY TRUE BDC

Form containing payment terms, description of services, and totals. Includes sections for 'PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE' and 'PLEASE PAY THIS AMOUNT'.

Service Reception Hours
Monday thru Friday 7:00 am to 7:00 pm
Saturday 7:30 am to 4:00 pm

BAR # ARD 00113489
EPA # CAD 982523565

POSTAGE REQUIRED

CPU



U.S. POSTAGE IMI
\$10.10
PRWE RDC 03
Orig: 91765
Dest: 20590 8W
03/10/25
2000051919 02

Diamond Bar, CA

W41-306

NHTSA
1200 New Jersey AVE., SE,
Washington, DC 20590

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: DELIVERY CONFIRMATION

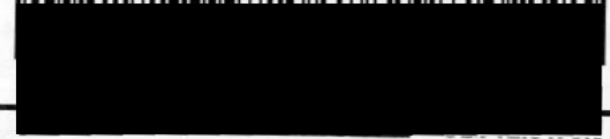
Sender:

DOT

3/13/2025 12:13:19 PM

EXPECTED DELIVERY DAY: 03/13/25

USPS TRACKING® #



123



FLAT
ONE RATE

