

Recall

January 31 2025

To whom it may concern,

Back in February 2024 I was notified that our 2019 Honda Civic Vin # SHHFK7H68KU [REDACTED] was being recalled for a faulty fuel pump which could lead to many problems such as "Preventing an engine from starting". We were also notified that that parts for the needed repair would not be available until fall of 2024. October 2024 came so I called my Honda dealer who informed me that they had run out of parts and that I would be put on a waiting list. The recall of the faulty fuel pump repair was eventually made in January 26 2025 almost a year later. In that time from February 2024 to September 2025 because of the hard starting issues with the faulty fuel pump I went through 2 car batteries??!

First, over time from January 2024 the 2019 Honda Civic eventually became harder and harder to start which eventually killed its battery (my wife is the primary driver of the 2019 Honda Civic). The 2019 Civic wouldn't start one early morning and my wife was on her way to work. So I took the battery from my car and put it into hers the 2019 Honda Civic my car is a 2013 Honda Civic. I had to take an Uber to work that day. I had to purchase a new battery for the 2013 Civic which cost about \$100.00 The 2019 Honda Civic with its faulty fuel pump eventually ruined the battery from the 2013 Civic so I had to purchase a second battery for another \$100.00 for the 2019 Civic!! I have attached the receipts and documentation.

Buying a new battery for the 2013 Honda Civic on September 4, 2024



I purchased two batteries in September 2024. I contacted Honda by scanning the bar code at the bottom of the recall notice as instructed to do so if I had to make any out of pocket expenses for repairs. I sent them copies of receipts on October 12 2024 via E-mail but to this day January 31 2025 I haven't heard anything back. So I am contacting you!

Buying a second battery for the 2019 Honda Civic on September 19 2024!



Thank you in your assistance with this matter it is greatly appreciated.

[Redacted]
[Redacted]
Santa Ana, Ca. [Redacted]
[Redacted]
[Redacted]

IMPORTANT SAFETY RECALL

May 2024

This notice applies to your vehicle: SHHFK7H68KLU [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 2018-2020 Civic vehicles.

Why my vehicle is under recall: 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:

Due to a limited supply of parts, at this time Honda is prioritizing the repair of vehicles experiencing symptoms related to this recall, such as difficulty starting, engine hesitation while driving, or an illuminated check engine light. When more replacement parts become available, Honda will send a follow-up letter so you can then bring your vehicle in for repair. The dealer will replace the fuel pump module for **FREE**.

What we need you to do:



If your vehicle is experiencing any of the symptoms above, please contact your Honda dealer to have your vehicle repaired for **FREE**. Otherwise, we ask for your patience while we prepare replacement parts. Once you receive a follow-up letter from Honda notifying you that replacement parts are available, please call any authorized Honda dealer and make an appointment to repair your vehicle.

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

California Owners Only

Due to the limited supply of repair parts for this campaign your California vehicle registration will be negatively affected until such a time when an adequate supply of parts is available. If you do experience the symptoms described above and have your vehicle repaired then 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.

- 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

Sub Topic: Recalls/Campaigns: ReimbursementRequest

Note: Business Reply Envelope submissions for reimbursement will lead to greater processing times.

a.m. to 5:00 p.m., Pacific Time.

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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

Note: Business Reply Envelope submissions for reimbursement will lead to greater processing times

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.



AUTOMOBILE DIVISION

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

NHTSA Recall Number: 2
Honda Campaign Number: 1
Service Bulletin Number: 24-008

IMPORTANT SAFETY RECALL

October 2024

This notice applies to your vehicle: SHHFK7H63KU [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 2016-2021 Civic 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

IMPORTANT SAFETY RECALL

February 2024

This notice applies to your vehicle: SHHFK7H68K [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 2017-2020 Pilot, Accord Hybrid, 2018-2019 Clarity PHEV and Fit, 2018-2020 Accord, Civic, Civic Type R, CR-V, HR-V, Odyssey, and Ridgeline, 2020 CR-V Hybrid, and 2019-2020 Insight and Passport vehicles.

Why my vehicle is under recall: 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:

The replacement parts needed to repair your vehicle are not currently available but are expected to become available in the fall of 2024. Honda will send you a follow-up letter when replacement parts are available so you can then bring your vehicle in for repair. The dealer will replace the fuel pump module for **FREE**.

What we need you to do:

We ask for your patience while we prepare replacement parts. Once you receive a follow-up letter from Honda notifying you that replacement parts are available, please call any authorized Honda dealer and make an appointment to repair your vehicle.

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

California Owners Only

Once replacement parts become available for the repair, 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 ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle repaired as soon as possible, once you are notified that replacement parts are available. Failure to do so could be determined as lack of proper maintenance.

- 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 and for instructions on how to request reimbursement. Requests for reimbursement may also be submitted through the QR Code or web address below.

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

W. L. Leonhardt Co; Inc. dba:
Powertron Battery Company



2218 West Second Street
Santa Ana, CA 92703-3511

Cash Receipt

Date	Sale No.
9/4/2024	[REDACTED]
Toll Free 800-400-4858	

Sold To		Ship To		
[REDACTED]		[REDACTED]		
2013 HONDA CIVIC LIC# [REDACTED] #1 - BATTERY 1ST		Check No.	Payment Method	Ship Via
			Cash	

Quantity	Item	Description	Rate	Amount
1	51/R-500	51/R-500CCA Maintenance free HONDA	75.90	75.90
1	California Battery ...	Lead-Acid non-refundable battery fee CA Health & Safety Code 25215.2	2.00	2.00
1	Labor 15	Labor for installation	15.00	15.00

Warranty 36 months:12 months free replacement, 24 months pro-rata.

Warning-Danger/Poison Sulfuric Acid can cause blindness or severe burns. Batteries produce explosive gases: keep sparks, flames & cigarettes away. Ventilate when charging or using batteries in an enclosed space. Always shield eyes when working near batteries. Batteries Wet, Filled with Acid Class-ID #UN2794, PGIII-Emergency Contact Chemtrec (800) 424-9300. Warranty void on broken, uncharged or abused batteries-Keep out of Reach of Children. Thank you for your business!

Subtotal	\$92.90
Sales Tax (9.25%)	\$7.02
Total	\$99.92

Phone #	Fax #	E-mail	Web Site
714-543-5606	714-543-9211	powertronbattery@sbcglobal.net	www.powertronbatteryco.com

W. L. Leonardt Co; Inc. dba:
Powertron Battery Company



2218 West Second Street
Santa Ana, CA 92703-3511

Cash Receipt

Date	Sale No.
9/19/2024	[REDACTED]
Toll Free 800-400-4858	

Sold To		Ship To		
[REDACTED]		[REDACTED]		
HONDA CIVIC 2019 Lic# [REDACTED] BATTERY # 2		Check No.	Payment Method	Ship Via
			Cash	

Quantity	Item	Description	Rate	Amount
1	51/R-500	51/R-500CCA Maintenance free HONDA	75.90	75.90
1	California Battery ...	Lead-Acid non-refundable battery fee CA Health & Safety Code 25215.2	2.00	2.00
1	Labor 15	Labor for installation	15.00	15.00

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Subtotal	\$92.90
Sales Tax (9.25%)	\$7.02
Total	\$99.92

Phone #	Fax #	E-mail	Web Site
714-543-5606	714-543-9211	powertronbattery@sbcglobal.net	www.powertronbatteryco.com

SANTA ANA, CA

NHTSA
1200 NEW JERSEY AVE S.E.
WASHINGTON, D.C. 20590

NEF

20590-

Retail



RDC 99

20590

U.S. POSTAGE PAID
FCM LETTER
TUSTIN, CA 92781
FEB 05, 2025
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