



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 8, 2025

[REDACTED]
[REDACTED]
Santa Ana, CA [REDACTED]

NEF-109 rrr
Ref. No. 11644116

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Honda Civic vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 23V858. The recall addresses a problem with fuel pump failures in certain MY 2013 through MY 2023 Honda Civic vehicles. You state the long and repeated attempts to start your vehicle caused the battery to fail prematurely.

Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to reimburse owners for additional expenses associated with a safety recall, such as consequential damage to other components because of the defect. Nor does the statute authorize the Federal government to reimburse vehicle owners for any additional expenses associated with safety recalls or to assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect. However, we entered your information into our database where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Your request for a reimbursement for the battery replacements does not fall under my jurisdiction. We encourage you to continue to work with Honda and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Honda district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and

fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement