

From: [REDACTED] April 4 2025  
To: cc list

Good Afternoon

I would like very much to find out why American Honda Co. Inc. are dragging their feet on the latest recalls on Safety Issues with their Vehicles. Please explain to me how a Car Consumer has to wait 15 months for a Safety Recall to get their vehicles fixed. This is unacceptable and Honda has to answer why.

I have been unsuccessfully trying to resolve recall issues on my 2018 Honda Pilot for well over a year now. I originally purchased the Honda because I wanted a well made, dependable vehicle with a long standing safety record. I sincerely hope you will take the time to listen and help me resolve the recall issues for my car.

1st recall-2/2024

2nd recall-5/2024

3d recall-12/2024- fuel injector mod 6. Currently as of 4/2025, I am # 33 out of 167 customers waiting for the replacement. Two weeks ago while I was out of town and my car suddenly hesitated and stopped. Luckily I was able to restart it. I suspect this is related to the fuel injector problem. Not knowing when or where my car could suddenly stop is quite concerning and anxiety producing. It's been 15 months and I'm still waiting for this problem to be resolved. I believe I am a patient person and I'm just asking for this problem to be fixed within a reasonable amount of time. I am asking for your help. I am sending all of the identifying information and recall information along with this letter. I hope to hear back from you soon. Thank you.

[REDACTED]  
[REDACTED]  
Selbyville, DE [REDACTED]  
[REDACTED]

cc: Honorable Rudy Yakym  
Senator Edward Markey  
Senator Blumenthal  
Senator Jamie Raskins  
Governor Matt Meyer  
Sarah McBride Congress  
Governor Wes Moore  
NHTSA .National Highway Safety Board  
Pohanka Honda Salisbury Md  
American Honda Co Inc. California

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## IMPORTANT SAFETY RECALL

February 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 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](https://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](https://askdave.honda.com); or
  - email or chat by going to [mygarage.honda.com/s/help-honda](https://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



**AUTOMOBILE DIVISION**

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

NHTSA Recall Number: 23V-858  
Honda Campaign Number: KGC  
Service Bulletin Number: 23-103

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle [REDACTED]

February 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 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 replacements 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](https://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](https://askdave.honda.com); or
  - email or chat by going to [mygarage.honda.com/s/help-honda](https://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: ReimbursementRequest

## IMPORTANT SAFETY RECALL

May 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 2017-2020 Pilot 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 not 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](https://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](https://askdave.honda.com); or
  - email or chat by going to [mygarage.honda.com/s/help-honda](https://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/Campaigns  
Sub Topic: Recalls/Campaigns: Reimbursement Request

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

**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 attached prepaid Information Change card to the nearest Honda dealer and return the card to the nearest Honda dealer.

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle [REDACTED]

December 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 related to motor vehicle safety exists in certain 2016-2021 Pilot 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 thirty 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](https://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](https://askdave.honda.com); or
  - email or chat by going to [mygarage.honda.com/s/help-honda](https://mygarage.honda.com/s/help-honda); or
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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

Selbyville, DE

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