

[REDACTED]
[REDACTED]
Saint Cloud, FL, [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

September 21, 2025

To:

National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Avenue SE

Washington, DC 20590

Subject: Complaint Regarding Recall Repair Delays – Honda ADV 160 Scooter 2024

Dear Sir or Madam,

I am submitting this complaint regarding my motorcycle, a **Honda ADV 160 Scooter 2024**, VIN [REDACTED] purchased new on **March 16, 2024** from **Central Florida Power Sports**, **Kissimmee, FL**.

On **March 12, 2025**, I left the vehicle at the dealership due to a **recall involving the oil pump driven gear**. Since that date, I have been without my motorcycle. Initially, I was told it would take two weeks for a Honda specialist to analyze the issue. After several weeks with no contact, I was informed that the required part was unavailable, with no timeline for delivery.

I contacted Honda directly and only received a letter stating that the part would arrive in summer 2025. The part finally arrived in **August 2025**, but after installation, it did not resolve the issue. I was then told additional investigation and further parts would be necessary, with no resolution expected until at least **October 2025**, and possibly longer.

During this entire period of more than seven months, I have continued to make financing payments while having no access to the vehicle. The dealership has repeatedly told me they cannot assist further, and Honda has not provided any alternative solutions.

I believe this situation reflects an unreasonable delay in addressing a safety-related recall, leaving me without a functioning vehicle and placing an undue burden on me as a consumer.

I respectfully request that the NHTSA investigate this matter and take appropriate action to ensure Honda provides a timely and fair resolution.

Sincerely,

[REDACTED]

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