

October 27, 2025

NHTSA
Washington, DC

Dear NHTSA:

I wish to call attention to what I believe is a safety issue on my 2009 Honda Civic. I sent a letter to mainb Honda Customer Service Oct 4, 2025, a copy of which is enclosed. So far I have not received a response.

The main issue is a defective driver side door latch failure, making it impossible to close the door. This happened 3 or 4 times in the space of a month. Once at a rest area far from home it happened and it took 1/4 hr fiddling with tools to reset it. Once it happened in town and being [REDACTED] years old, I could not bend over a half hour to fix it, so drove home with rope holding the door closed so I could sit down with a chair to fix it. This is a very dangerous failure. It should be much easier to override the latch being stuck in the down position, so one can get on one's way safely.

It has now been repaired by Honda in Elmira, NY. They did a good job repairing it so they are not at fault in anyway.

Thank you

[REDACTED]
Ithaca, NY [REDACTED]

12

Copy

Honda Inc
Customer Service
1919 Torrance Blvd
Torrance, CA 90501

October 4, 2025

Subject: Dangerous Door Latch Failure – 2009 Honda Civic (VIN: [REDACTED])

Dear Honda Customer Service,

I am writing to express my deep concern regarding a serious safety issue with my **2009 Honda Civic**, which currently has 191,000 miles. While I expect some repairs at this mileage, the failure of the **driver's door latch/locking mechanism** is not only unusual but **dangerous to vehicle occupants and others on the road**.

The problem: the latch mechanism on the driver's side door frequently falls out of alignment, pointing downward so that the door will not close or lock. This leaves me unable to secure the door properly. On several occasions, I have been forced to resort to a **rope to hold the door shut just to drive home**. At [REDACTED] years of age, I cannot safely bend down on the roadside to attempt to reset the mechanism with pliers or a screwdriver.

The cost of the repair was **\$303**. This follows other recent repairs (power steering pump replacement: \$1,000; ignition switch replacement: \$350), which, while disappointing, are at least within the realm of expected wear. I did not need to replace these on other vehicles with similar mileage. In contrast, the **door latch failure is not normal wear and tear — it is a critical safety system failure. There should be a way to reset the latch with a button.**

This situation raises urgent concerns:

- A latch that cannot secure the driver's door puts myself, passengers, and other drivers at risk.
- I have previously owned Toyota Corollas and Camrys with far higher mileage and never experienced such a fundamental failure.
- Other manufacturers have issued recalls for defective door latches, and I believe this issue merits similar scrutiny.

I respectfully request the following:

1. **Reimbursement** of the \$303 repair cost.
2. Honda's acknowledgment that this is a safety defect, with investigation into whether it affects other 2009 Civics.
3. Assurance that Honda is committed to addressing this safety risk so that no other owners face this dangerous situation.

I am also filing a complaint with the **National Highway Traffic Safety Administration (NHTSA)** for their review, pending your response.

As a longtime owner who chose Honda for its reputation for reliability, I am disappointed to face such a problem. I hope Honda will act responsibly and stand behind its product. This in no way reflects on the Honda Dealer in Elmira NY (Williams), who did an excellent and speedy repair job. See invoice attached.

Thank you for your attention to this matter. I look forward to your response.

Sincerely,

[REDACTED]
Ithaca, NY [REDACTED]

Emails [REDACTED]

WILLIAMS



WILLIAMS HONDA
945 COUNTY ROAD 64
ELMIRA, NY 14903
(607)767-6558 FAX(607)846-2964
FACILITY # 7111189 WILLIAMSHONDAELMIRA.COM

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
ITHACA, NY		[REDACTED]	192002	192003	10/02/25 15:00	10/02/25	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2009 HONDA CIVIC LX					38954	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	01/01/09	01/01/09	[REDACTED]	Cash
HOME	PHONE 2	CELL	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ADAM SHEETS (002)		1.8_Liter	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	MM		A33		Customer	\$175.00
Concern	MM General Concern [customer states d.s front door- door lock not functioning correctly- stickingbg inb downb position]					
Cause	did not diagnose. customer requests drivers door latch/ actuator					
Correction	1.0					
Part Number		Description		Qty	Unit Price	Ext. Price
72150-SNA-A14		LATCH ASSY., L		1	\$131.42	\$131.42
						Parts Total... \$131.42
						Line Total... \$306.42
B	27		A33		Customer	\$0.00
Concern	Multi-point inspection					
						Line Total... \$0.00

WILLIAMS



WILLIAMS HONDA
945 COUNTY ROAD 64
ELMIRA, NY 14903
(607)767-6558 FAX(607)846-2964
FACILITY # 7111189 WILLIAMSHONDAELMIRA.COM

ITHACA, NY	VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		192002	192003	10/02/25 15:00	10/02/25	
	VEHICLE DESCRIPTION	TAG NO.	STATUS			
	2009 HONDA CIVIC LX	38954	COMPLETE			

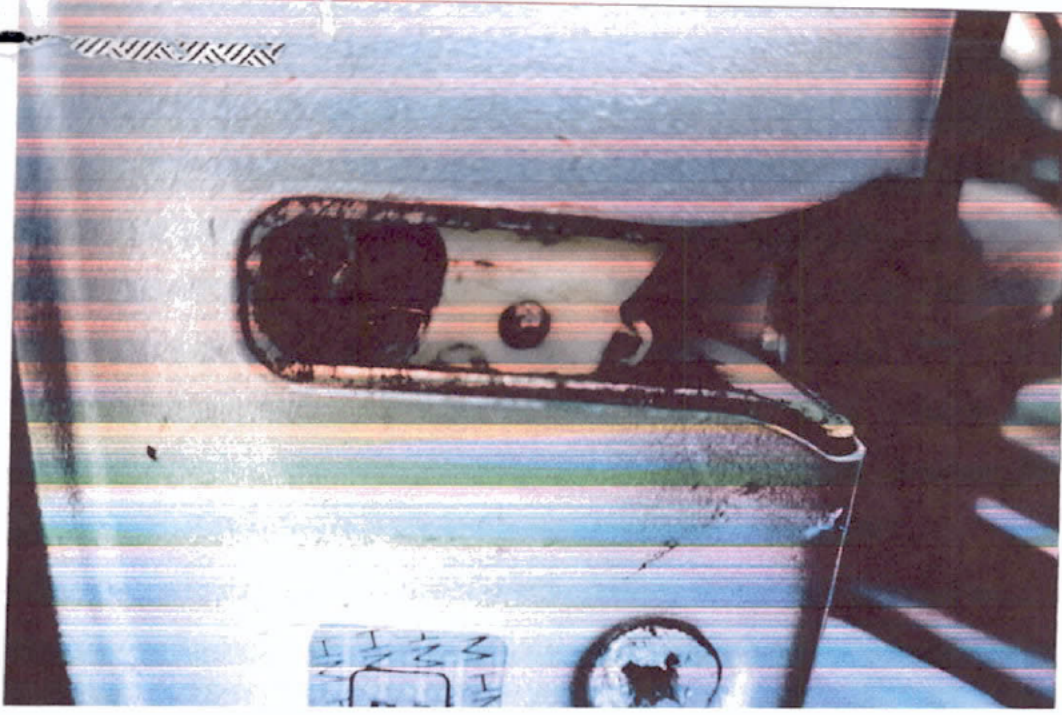
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV. DATE	DELIV. DATE	DELIV. MILES	TERMS
				01/01/09	01/01/09		Cash

HOME	PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
			ADAM SHEETS (002)	18_Liter

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	MM		A33		Customer	\$175.00
Concern	MM General Concern [customer states d.s front door- door lock not functioning correctly- sticking inb downb position]					
Cause	did not diagnose. customer requests drivers door latch/ actuator					
Correction	1.0					

Part Number	Description	Qty.	Unit Price	Ext. Price
72150-SNA-A14	LATCH ASSY., L	1	\$131.42	\$131.42
Parts Total...				\$131.42
Line Total...				\$306.42

B	27		A33		Customer	\$0.00
Concern	Multi-point inspection					
Line Total...						\$0.00



Driver's side
door latch
stuck down
Door won't
close

1 Thaca, NY



ROCHESTER NY 144
28 OCT 2025PM 1 L

NH TSA
1200 New Jersey Ave, SE
Washington, DC 20590



20590-





Small, faint text or markings at the top right edge of the page.