

Dec. 10, 2025

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

TO NHTSA:

I am a [REDACTED] and my life has been endangered two times recently. My 2014 Honda Civic's front wheels lock up on the freeway driving 65 mph. Norm Reeves Honda in West Covina, Ca. fixed the problem with the computer once and two months later they refuse to fix it. My car is covered by the Lemon law, recall and a 12 month Warranty from the previous repair. The TPS gauge has malfunctioned from the day I bought the car new. I had the car in the shop many times because of the computer. This car is not drivable now. The Honda dealer claims my car is not covered because they can't find my VIN # on the list of recalls now even though it does exactly what the recall is for TPS failures and problems with front wheels locking up when driving.

I would appreciate your help as I can not get any help from Honda. They have had my car two months and have not fixed my car. I just want my car fixed. Denocasa [REDACTED]

notice to agent is notice to Principle.

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[REDACTED] (Covina), Ca. [REDACTED]

**Norm Reeves Honda West Covina
Attention: Manuel Montoya
Service Drive Manager
1840 E. Garvey Avenue S,
West Covina, California 91791**

[REDACTED]
Covina, California [REDACTED]

December 2, 2025

Dear Manuel Montoya,

I am writing to follow up on the status of my vehicle, the 2014, Honda Civic, which was brought to you for repair.

However, as of today December 2, 2025, I have not received an update on the progress. I am still using the loaner car you provided for me free of charge until you repair my vehicle.

Please provide me with this information within two days of receipt of this letter.

Thank you for your attention to this matter. I look forward to a prompt resolution.

Sincerely,

[REDACTED]
**cc: Attorney General Rob Bonta
President Donald Trump**

From [REDACTED]

Subject: 10-15-2025, Text Message Sent in Response to Honda in c/o Manuel Montoya

Date: October 15, 2025 at 1:41:03 PM

To [REDACTED]

Co [REDACTED]

10-15-2025

Dear Manuel Montoya,

Here is the recall information for the 2014 Honda civic that proves this Honda civic 2014 model car had a recall problem with the same problems that you previously diagnosed [REDACTED] car with when you previously repaired it. So it is a Recall problem. Therefore the same problem was not fixed when you repaired the Honda civic the last time you repaired it under the recall.

"Potential CVT issues for the 2014 Civic:

The 2014 Honda Civic uses a Continuously Variable Transmission (CVT), and there was a known issue with some models. A specific recall addressed a weakened drive-pulley shaft that could break under high hydraulic pressure, leading to a loss of power.

While a malfunctioning valve body can cause the symptoms listed above, the recall and associated software update for the CVT are also important considerations for the 2014 model year. A proper diagnosis from a qualified mechanic is necessary to determine the exact cause of your transmission issues".

We request you repair this problem at no charge to [REDACTED] for the above mentioned reasons since Reeves Honda Civic 2014s cars had a recall with the same problems [REDACTED] car was diagnosed with before.

That is reasonable and lawful.

Furthermore, all recall-related repairs are free by federal law, regardless of the vehicle's warranty status or age.

During our previous meeting with service team members in attendance and Joe Huynh, Jesse James and the team made a verbal agreement to put a new transmission or a rebuilt transmission with a warranty at no cost to [REDACTED] they agreed and said it could be done in four days.

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Later Joe Huynh said he could not find a new transmission. I told him he could order it from Japan and get it delivered in two days.

From now on all correspondence from you is to be sent to the following address:

[REDACTED]

Covina, California

[REDACTED]

[REDACTED]

Covina, CA



ODI
1-7-76

W41-306

DEC 22 1975

Return to Sender/Not DOJ Mail

National Highway Traffic Safety Ad
1200 New Jersey Ave S.W.
West Building
Washington D.C., 20590

Department of Transportation

To: W41-306
Building: DOT
Mailstop: 4 West
Rtg Symbol: NEC, NOA, NIA
External Carrier: PRIORITY
Sender:
DOT

1/7/202

CERTIFIED MAIL

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

Sportation

Retail



9:07:50 AM

MAIL