

Feb. 18, 2026

To Whom it may concern:

I am informing you of problems I have with Norm Reeves Honda Superstore of West Covina. I am an [REDACTED] with a 2014 Honda Civic LX. On August 9th 2025 the computer broke down, all the dash board lights came on, the power steering malfunctioned and the rear tires locked causing the car to swerve out of control on the 210 freeway. I had the car taken to Norm Reeves Honda of West Covina to be fixed. Joseph Hymph the service manager gave me a loaner car free of charge while my car was being repaired at no charge to me due to a recall for this problem. I was never given a service or work order.

Two months later in October my car had the front wheels lock up on Kellogg Hill and the 10 freeway in Covina. The highway patrol had to shut down the freeway to remove my car. Twice now this car locked up going 65 mph on a freeway endangering my life and others on the freeway.

I had my car towed to Norm Reeves Honda of West Covina where they gave me a rental car but no service order. They did not fix my car which was under warranty from the work they did in August 2025.

After having my car two months they reported that I was driving a stolen car. The San Dimas Sheriff surrounded me with multiple vehicles and seized me. They made me stand out in the cold for a long period of time. They finally took the loaner car telling me it's a civil matter. They closed down two streets on a [REDACTED]

(over)

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my car is still not fixed and it has been four months. Joseph the service manager decided he would not honor the recall or warranty of this vehicle.

I was given a case # [REDACTED] by the Honda Recall Center of America 1-888-234-2138

I recently received a call from them telling me they can't do anything without a Service Order which I do not have.

I contacted the Bureau of Auto Repair 1-866-799-3811 who also has done nothing.

My car is under warranty for 12 months and it is still not fixed. I just want my car fixed. I have been left on a ranch without a car, under stress and scared to death.

my son and I are both [REDACTED]

The last two times my car has been in for warranty work they did not give me a work order or service order.

Sincerely

[REDACTED]
Covina, Ca
[REDACTED]

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

From [REDACTED]

To: [REDACTED]

Date: Wednesday, October 15, 2025 at 03:22 PM PDT

----- Forwarded message -----

From [REDACTED]

Date: Wed, Oct 15, 2025, 1:41 PM

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

To: [REDACTED]

Cc: [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 Clare's 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 Clare's 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 [REDACTED] 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.

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]

Sincerely,
[REDACTED]

[REDACTED] Statement of Facts
December 5, 2025

On [REDACTED] at approximately about 5 p.m., about Fifteen San Dimas Sheriff cars surrounded me and yelled [REDACTED] get out of the car. I told the Sheriffs that I could not hear what they had said. I was with my son [REDACTED] who told me what the sheriffs had said, so I got out of the car and walked towards the sheriffs. We were scared.

The Sheriffs told me I was driving a stolen car. I showed them the Vehicle Use Agreement for the Loaner car that Norm Reeves Honda of West Covina gave me to drive until they repaired my car. [REDACTED] told the Sheriffs that this was a civil matter. Then I told the sheriffs that I was driving the loaner car back from mailing the Complaint Form to The Bureau of Automotive Repair. I showed the sheriffs a copy of the certified letter.

However, the sheriffs told me that the car had been stolen and that they were going to arrest me unless I gave them the key to the car.

Then my son [REDACTED] reminded them that it was a civil matter, and the sheriffs said yes it was a civil matter but we're taking the car anyway.

About five sheriffs surrounded my son and one sheriff took his hand and hit my son's right shoulder [REDACTED] told the Sheriff that that was assault and battery. Then my son was so scared that he sat down on his own on the curb. Then [REDACTED] got up and took my hand, and we walked away from the sheriffs.

I am an [REDACTED] who was forced by the Sheriffs to get out of my car and stand in the freezing cold for a long time.

Then a sheriff asked us if we wanted him to give us a ride home. [REDACTED] said yes. He asked us for our address, and I gave him the address. Then two sheriffs sat us in the back seat of the police car, and they put seat belts on [REDACTED] and me.

The drive home was about five minutes from where the Sheriffs stopped me. My son and I were both injured when the Sheriff accelerated the car while making a sharp turn.

We asked the Sheriffs for a report number, but they gave us a Report information Bill of rights document with no report number written on it.

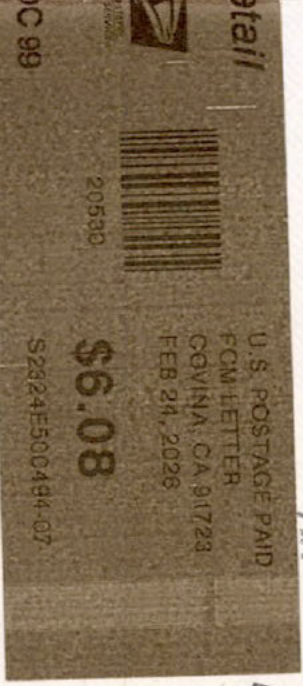
[REDACTED]

Notice to Principals is Notice to Agents; Notice to Agents is Notice to Principals



NE#1001
3/24/20

X-RAYED #4
MAR 04 2026



C/o Jonathan Morrison

ROOM
National

1200 New York
West Bay
Washington D.C.

RE#H1-384/Order/11-1-20



RD
RD

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

CERTIFIED MAIL

