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January 3rd, 2005

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From:

Watsonville, CA

Honda Odyssey VIN# 2HKRL18632H

To: Honda Manufacturers

To whom it may concern,

I would like to bring your attention to the problems that I am facing with the product that you leased to me. I did a lot of research on the Honda Odyssey, 2002, and found that there are a lot of problems with this model similar to the ones that I am experiencing.

Since the first month that we leased the vehicle it has not performed well. A sound in the transmission occurs continuously, on the road the vehicle was pulling to the right, the lights of the electronic equipment started to turn on and off for no reason and uncontrolled, the air bag lights turned on as well. After each of these incidents we took the vehicle to the dealer and tried to find a solution to them. The dealers were denying anything wrong with the car even after one of the dealers took a drive and could see the lights turning on and off for the different electronic equipment. They kept saying that we have a personal problem and not the car itself. They were making jokes about our situation. They returned the car in the same condition to us. The worst incident happened when we were driving on the highway in the mountain range and the transmission failed and the engine stalled. Thankfully there were no cars in the area and there was no accident. After that incident we managed to start the car again and took it to the dealers, who again found no problems. We refused to take it back in this poor condition so we went and complained to the manager, who came out and gave instructions to the mechanics to replace the transmission at no cost to us. After this repair the car has not stalled yet but the sounds in the transmission persist and while driving up the hill it doesn't shift gears easily. At the same time the gauge which shows the rpm's in the dash board, the arrow swings frantically from different numbers while the transmission is struggling to shift gears.

The last service we did in the beginning of December, 2004. After which we were told that vehicle will perform with no problems. A month hasn't past yet and we already

Jason
1/24/05

having difficulties: TCS lights coming on constantly as well as engine service lights. When we using the heater it exhilarates very rapidly with a loud roaring sound and we are afraid that it might explode.

We are very displeased with this vehicle and we believed that Honda is an excellent manufacturer but after we leased this vehicle we started thinking differently because nobody seems interested in the safety of the driver or the passengers of these vehicles. I would like NHTSA to demand a recall of these vehicles. The dealers know about this problem but are misleading consumers by denying any knowledge of such issues. This is a blatant misrepresentation of the truth, and the manufacturers along with the dealers are deceiving owners about the transmission and electronic equipment problems. I do not understand why the manufacturer and/or dealer will not stand behind the vehicle and address a serious problem. Those problems are not normal and should not be happening on a car with low mileage, especially one that has been well maintained with all scheduled services.

Sincerely,

