



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 15-MAR-2006  
Repository:   
Reference No.: 10152752

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: FARRAGUT State: TN Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: SAME

Do you authorize NHTSA to contact you or your vehicle's manufacturer?  
In the absence of a signature, address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 4/19/2006

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5FNRL3 [Redacted]  
Make: HONDA Model: ODYSSEY Model Year: 2006  
Date Purchased: 01-OCT-04 Dealer's Name and Telephone Number: HONDA MARRISTOWN  
Original Owner:  Dealer's City: MARRISTOWN State: TN Zip Code: 37814  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: AUTOMATIC  
 Antilock Brakes  
 Cruise Control  
Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-FEB-2006 Failure Mileage: 2398 Failure Speed: 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM19ABC038): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: TN DOT, HELP IN TRUCK INVESTIGATED.

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).  
NO REPORT DOT DRIVER WILL DISCUSS & HAS NOTES.

DT\*: THE CONTACT STATED WHILE DRIVING 70 MPH ATTEMPTING TO APPLY BRAKE PRESSURE THE VEHICLE FAILED TO SLOW DOWN. THE IGNITION WAS TURNED OFF TO STOP THE VEHICLE. IT WAS TOWED TO THE DEALERSHIP FOR INSPECTION. THEY DETERMINED THE FLOOR MAT WAS JAMMED AGAINST THE ACCELERATOR PEDAL. WE DISPUTED THAT THE FLOOR MAT CAUSED THE RUN AWAY. THE VEHICLE WAS RECENTLY REPAIRED AT OUR EXPENSE. HONDA IS QUITE WILLING TO PUT IT BACK ON THE HIGHWAY AND RISK INJURING OTHER MOTORISTS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED COVER LETTER DATED APRIL 14, 2006  
FROM [REDACTED] TO:

U.S. DOT,

NHTSA

OFFICE OF DEFECTS INVESTIGATION

THE LETTER IS TO BE A GUIDE TO THE VARIOUS  
ATTACHED LETTERS AND DOCUMENTS THAT  
RELATE TO THIS INCIDENT.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
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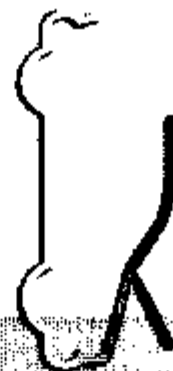
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U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



Think your vehicle  
has a safety defect?



If so:

Use the enclosed  
form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOC)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



[REDACTED]  
Farragut, TN [REDACTED]  
April 14, 2006  
Phone: [REDACTED]

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7<sup>th</sup> Street  
Washington, DC 20580  
Phone: 888-327-4236

DOT ODI Ref No. 10152752  
(Runaway Incident on  
new 2006 Odyssey having  
2,396 miles on odometer)

Gentlemen:

I have enclosed your completed NHTSA form as requested. I have attached several letters from my wife and I to American Honda, West Side Honda and Honda Morristown. This letter is intended to guide you through them in chronological order. The letters stand on their own, but it is helpful to understand how they fit together. I have received absolutely no written communication other than a repair quotation and an invoice from either American Honda or the two dealers involved.

Also, we have a third party witness, the Tennessee DOT Help Truck Driver, who arrived and inspected the vehicle very soon after the incident. I can supply his name if requested, but I have omitted it out of courtesy, as this may become a public document. He said that he was not allowed to provide me with a written statement, but that he did make notes on the incident. He will be happy to discuss the incident with proper authorities if so requested.

**As a result of this experience, we learned that a computer controls the engine and opens the throttle on the 2005 and 2006 Honda Odysseys. The computer reads a multitude of sensors and activates an electric motor to open the throttle. Even the accelerator pedal turns a variable resistor (called a potentiometer) that connects by means of a wire to the computer. Thus, the cars are extremely complex and even the technicians have trouble analyzing problems. Similarly there is a group of brake sensors, again connected to a computer, which may override the brake pedal to provide ABS, Traction Control, and Vehicle Stability Control.**

**We are totally outraged at American Honda. It is unbelievable that, after our new Odyssey almost killed [REDACTED], Honda is shirking responsibility for identifying and fixing the root cause of the problem by blaming it on floor mats. The West Side Honda Shop Foreman could not credibly demonstrate how the mats could possibly cause**

**the problem, yet he decided to blame it on them. Honda is quite willing to charge us to fix the mechanical problems and put this van back on the road where it could kill or injure someone else. Although Honda sells Odyssey vans, based on safety, to families with small children this one has proved to be terribly unsafe.**

**My first argument (which centers on Document 4 below) is as follows:**

**“On the one hand, American Honda presents us with their Safety Recall sheet demonstrating that floor mat keepers must be connected to mats to prevent mats from jamming accelerators while, on the other hand, they have failed to take numerous steps which (examined all together) show that Honda is really not concerned about making sure floor mats are connected to mat keepers. They use the loose floor mats as an excuse to explain runaway vehicles.”**

The very next day after the incident, Randy Jones of West Side Honda advised me that the investigation was complete. He said that he and American Honda had decided that loose floor mats had jammed the accelerator and caused the runaway. Honda blamed the runaway on loose mats and stated that the approximately \$5,700 in mechanical damage would not be covered under our new car warranty. We have disputed this in various ways, but American Honda will not "budge an inch."

**We have been told, in effect, that jammed floor mats must have caused the runaway on the Odyssey because Honda had eliminated any other possible cause and that was the only cause that was left.**

**My second argument is that American Honda and its Dealer did not consider or eliminate the possibility of unknown intermittent or cold weather related causes.**

We have located **two additional runaway type complaints** on the NHTSA web site that involve Honda's totally redesigned "drive by wire" Odyssey van first introduced in the 2005 model year. It is reasonable to suspect that there have been other runaway type complaints that have not reached the NHTSA web site due to being deflected by American Honda or its dealers. Also, we found an **editorial on the Center for Auto Safety web site that describes how American Honda has stalled and defied NHTSA in the past when safety related complaints (many involving deaths and injuries) arose. All three of these documents are attached.**

We hope our complaint will help NHTSA. Based on American Honda's past success defying NHTSA, we are not sure NHTSA has the authority to solve problems until there is very large number of reoccurrences. **Unfortunately the kind of Odyssey incident my wife experienced has the potential to kill whole families in high-speed accidents, which would likely be chalked up as "unexplained loss of vehicle control."** Thus, the true cause of such accidents might never be uncovered.

**I am listing the various documents and contact information in approximate chronological order as follows:**

- 1) Letter dated 2/22/2006 from [REDACTED] to  
Mr. Ron Fox, Service Manager and to  
Mr. Randy Jones, Shop Foreman,  
West Side Honda

This letter describes a) the 2/9/2006 runaway incident, b) the findings of the TDOT Help Truck Operator immediately after the accident, c) Randy Jones' (of West Side Honda) examination of the vehicle the day of the incident (**finding burned up brakes, broken transmission, and low transmission oil after only 2,396 miles**), d) Mr. Jones and American Honda's 2/10/2006 claim that jammed floor mats cause the incident, and e) my experiment demonstrating that brake pedals normally overcome gas pedals and stop cars.

- 2) **Contact information for the TDOT Help Truck Operator:**

**NAME OMITTED OUT OF COURTESY (I will supply to NHTSA if requested)**  
**Help dispatch No.: 865-594-2715**  
**Normal work hours: 5 a.m. - 2 p.m.**

- 3) Letter dated 2/25/2006 from [REDACTED] to  
Mr. Ron Fox, Service Manager and to  
Mr. Randy Jones, Shop Foreman, West Side Honda

This letter describes a 2/14/2006 visit with Randy Jones and West side Honda to clear personal items from the car and have Randy explain to my wife what he thinks caused the incident. It includes a 2/17/2006 follow-up visit to pick up a repair quotation. This letter is a little complex to read. It covers the following:

- a) Randy Jones introduction of an earlier Honda Safety Recall to install mat keepers  
**b.) Randy's failed demonstration of how floor mats can jam the accelerator including my criticism of his demonstration.**

- c) My wife's meticulous attention to her floor mats
- d) The dangers of following Randy's suggestion to shift into neutral gear if something like this reoccurs
- e) Examining the engine compartment

4) Letter dated 2/28/2006 from [REDACTED] to  
Mr. Ron Fox, Service Manager and to  
Mr. Randy Jones, Shop Foreman,  
West Side Honda

**This letter is especially important. It explores how Honda appears to be using a "floor mat / jammed accelerator" scenario to simply deny the existence of any undiagnosed runaway problems by blaming the runaway on the owner. By taking this approach they can deny that their vehicle is unsafe. The letter cites evidence proving how, on the one hand, American Honda presents us with their Safety Recall sheet demonstrating that floor mat keepers must be connected to mats to prevent mats from jamming accelerators while, on the other hand, they have failed to take numerous steps which (examined all together) show that Honda is really not concerned about making sure floor mats are connected to mat keepers. They use the loose floor mats as an excuse to explain runaway vehicles.**

5) February 25, 2006 to American Honda, Automobile  
Customer Service  
Used to convey items 1, and 3 above to American Honda

6) February 28, 2006 to American Honda, Automobile  
Customer Service

Used to convey item 4 above to American Honda

7) March 4, 2006 to American Honda, Automobile  
Customer Service

[REDACTED] asks Caroline Odulic, Case Manager for American Honda to return her phone calls

8) March 3, 2006 letter from [REDACTED] to Darryl Setzer, Honda Morristown

The letter memorializes Daryl's 2/17/2006 and 2/23/2006 conversations with me in which he declines to be involved in the aftermath from the runaway incident

9) March 20, 2006 and March 22, 2006 letters from [REDACTED] to Ron Fox and Randy Jones of West Side Honda

I authorize them to repair the mechanical problems on our Honda Odyssey.

10) March 27, 2006 letter from [REDACTED] to American Honda, West Side Honda, and Honda Morristown

I summarize my understanding of the current status of my case and complain about Honda's attitude toward my complaints and toward numerous past efforts by NHTSA to have Honda correct safety problems.

11) West Side Honda Insurance Estimate Sheet  
dated 2/15/2006 on Honda Odyssey  
VIN 5FNRL3[REDACTED]

12) April 31, 2006 West Side Honda itemized invoice (# HOCS209150) for \$5,750.68 to repair our Odyssey so that it is covered under American Honda new car warranty.

We picked up the repaired van on 4/4/2006.

13) Copy of NHTSA ODI ID No. 10129006

Complainant relates how his 2005 Honda Odyssey suffered a runaway. He says that the throttle fully engaged without his involvement and the van raced down the road in ever-increasing speed. **The dealer blamed the runaway on the floor mats jamming the accelerator.** Complainant disputed the floor mat explanation.

14) Copy of NHTSA ODI ID No. 10129616

Complainant relates that when his wife depressed the brake to stop his 2005 Odyssey, it failed to stop and the van ran through a red traffic light. **When the brake was depressed, the car accelerated.** When complainant tried to accelerate, the car would not accelerate.

15) Center for Auto Safety January 2001 Commentary on American Honda

They say that when American Honda makes mistakes, it hates to admit them. It has been fined for failure to recall defective seatbelts sooner. Honda successfully defied NHTSA

request for safety recalls. **Honda has been unresponsive, even when 125 injuries and 7 deaths were involved.**

Sincerely,

 400



**Enclosures:**

- 1) DOT Owner's Questionnaire
- 2) Items 1-15

Farragut, TN  
February 22, 2006

Mr. Ron Fox, Service Manager and  
Mr. Randy Jones, Shop Foreman  
West Side Honda  
10117 Parkside Drive  
Knoxville, TN 37822

Gentlemen,

My wife experienced a life threatening runaway mishap on Thursday, February 9, 2006 while driving our new 2006 Honda Odyssey EXL eastbound on I-40 between the Pellissippi Parkway exit and the West Hills exit. This letter is our effort to document this incident.

Prior to this incident, we owned a nice new van which my wife had enjoyed driving. By about 10:45 AM on February 9, my wife and I had been through a horrific experience where she thought she would likely be killed and I thought that she had wrecked at high speed. With my wife driving, the van had runaway at highway speeds as if it had decided to drive at about 70 mph no matter what she did to slow it. The gas throttle stayed open and the brakes would not slow it down. In the end, my wife was very fortunate to be able to stop the van without any collision or injury to either herself or other motorists. Your repair shop says that the brakes are totally burned out and that the transmission is broken. Randy has told us that he and Honda North American have investigated the matter and concluded that the runaway was caused because an unsecured Honda custom rubber floor mat jammed against the accelerator pedal. We do not accept this conclusion because there are numerous observations by numerous people that, in my opinion, prove that the floor mat theory of causation is in error. Now my wife and other family members are afraid of this individual van (not of Odysseys in general) because the floor mat explanation for the incident contradicts factual evidence and reasonable analysis. Randy has told us that the problems can be completely fixed by installing a rebuilt transmission and replacing many of the brake parts at a cost of roughly \$5,400. Randy says this cost will not be covered under the new car warranty.

Prior to this mishap we had had almost no trouble with the van. And were pleased with all the safety features and the fact that Honda included them on every model. The van drove and handled well. We purchased the vehicle new on October 17, 2005 with approximately 60 mi. on the odometer. At the time of the mishap it had approximately 2,396 mi. on the odometer.

The morning of the incident, my wife started our Odyssey, drove approximately 1 mi. to the Campbell Station entrance ramp, turned onto I-40 eastbound and proceeded toward Knoxville. At some point, she noticed that there was a problem. Her first warning of trouble came when the vehicle failed to slow even though she applied the brakes. She was in the inside lane and there was traffic around. She called me at home on her cell phone, extremely upset, saying that she was traveling about 70 mph and that the vehicle would not slow down despite the fact that she was pressing the brake pedal. She said that she was in traffic, approaching slower vehicles in front of her, and that she could not slow the car. She asked what she could do to slow the car. I suggested that she downshift and asked where she was located. She tried to downshift but said doing so did not slow the van. She was near the Cedar Bluff exit. She asked that I call 911 for help because she was coming up on the car in front and had no way to pass. As I was thinking of what to suggest next, the phone went dead (Later my wife said she had put the phone down and may have shut it). I proceeded to call 911, explained the problem, and asked that they send help. The operator asked for my wife's cell phone number and said she would first try to call the call

phone. The operator called me back shortly saying that she had made contact, that my wife had stopped the van, and that help was being sent.

I left the house. When I reached the location I found the van, my totally shaken wife, and a TDOT driver with his radio dispatched TDOT Help Truck, all parked on the gravelled right shoulder of I-40 just west of the West Hills exit. My wife told me that she had passed the vehicles in front of her by using the center emergency lane. She said the space in the emergency lane was so narrow that it almost seemed too narrow to drive in. After passing the slower vehicles in front of her, the interstate lanes ahead were miraculously all clear of traffic. She then began changing lanes headed for the right side emergency lane. When she was changing lanes she turned the ignition switch to the first position. After the van started to slow some and was close to the outside lanes, she finished turning off the ignition. The van still had some momentum and rolled to a stop with the ignition off in the construction gravel beside I-40. My wife said that she had thought that it was almost certain that she and possibly others were going to be killed if she couldn't avoid a collision. I could see from her expression and speech that she was still extremely upset when I arrived. She thanks God for clearing the normally congested interstate ahead because the situation was totally out of her control.

The TDOT driver advised me that he had investigated the car prior to my arrival. He stated that he had knelt down on the driver's side of the van and, with his hand, lifted the brake pedal up from its position, which was all the way down against the floorboard. He said he thought that the brakes had failed. The TDOT driver suggested that I attempt to move the car. I sat in the driver's seat, started the engine, and pumped the brakes a few times. The engine idled at normal speed. I put the car in drive, slowly drove the car forward 10 or 20 feet, attempted to apply the brakes, and the car slowly rolled to a stop with little or no braking available. As the brakes did not work, the TDOT driver offered to call AAA and did so for us. The AAA wrecker operator arrived shortly, took my keys, entered the van, and then positioned and loaded the vehicle. With my wife and I following behind, the wrecker proceeded the 6 miles to West Side Honda, where he unloaded the van and left.

(On Friday, February 10, the same TDOT driver called me at home at my request. He reconfirmed that he had indeed pulled the brake pedal up from the van floorboard. He also stated that he had an unobstructed view of both the accelerator and the brake pedals. He said that he noticed nothing obstructing the motion of the pedals).

We went inside where I advised Mr. Ray Bonner, Assistant Service Manager, of the problem with the van. When I told Ray that the van would not stop on interstate even though the brakes were applied, he said that we would have to speak with Randy Jones, the West Side Honda Shop Foreman. Ray called for Randy.

Randy arrived promptly. He suggested that he and I go to the van and investigate. We did so and my wife followed later. Randy said the brakes looked and smelled burned. Randy looked under the hood, commenting that there was adequate brake and power steering fluid. Entering the van, he took the driver's seat and I took the front passenger seat. He started the engine and maneuvered the van slowly in the rear parking lot stopping for various tests. At some point during this time, Randy placed the car out of gear with the engine running and raced the engine until it pulsed between high rpm and low rpm. When I asked him what was that sound, he stated that it was the governor keeping the engine from running too fast. At another point he stopped the car and twice tried to put the shifter into reverse. There was a long grating sound each time. Later he tried this again and was pleased when he successfully shifted the transmission into reverse.

After Randy stopped driving, we sat talking in the car. Randy suddenly said that he bet the cause of the problem was the floor mats jamming against the accelerator pedal. Randy stated that there had been a Honda recall several years back on one of their vehicles to install a mechanical mat holder to prevent the mats from sliding forward against the pedals. Randy said that because the custom fitting Honda mats in my Odyssey were lying unsecured on top the other floor mats, he

was almost certain that the rubber mats had moved forward and jammed the accelerator open causing a runaway condition. I told Randy at the time that his mat scenario didn't seem very likely to me.

Randy said that the transmission was broken. I asked him how it could have broken. He said that he believed my wife had shifted the car into Reverse or Park while the car was moving forward. I told Randy that I did not believe that my wife, an experienced driver, would have shifted the car into Reverse or Park with the car moving forward.

(Later, I discussed Randy's broken transmission theory with my wife. She was certain that she had not shifted the car into Park or Reverse with the car moving at any time. She said that she did downshift to second gear at high speed but, when the car failed to slow, she put the shifter back into drive).

At this point, I asked Randy if he would please check the transmission fluid because he had omitted doing so when he looked under the hood and checked the other fluids earlier. He agreed, and did so with the engine off and warm from previous driving. Looking at the end of the transmission dipstick in his hand, I saw that the fluid level was well below the "add fluid" perforation. I estimate that the fluid level was in the "twisted area", 1/20 inch above the end of the dipstick. Randy said that, although it was low, there was plenty of fluid in the transmission not to cause a problem. I said that I did not think that a new vehicle with less than 2,500 mi. on the odometer should have developed such a low transmission fluid level. I said that my wife had mentioned occasionally hearing a slight intermittent transmission noise but that I had never heard anything unusual when driving or riding in the van. Randy said that what she had heard was the boink and twang sound the VSA makes and gave me a printed sheet detailing the VSA sound phenomenon.

I spoke by phone with Randy on Friday, February 10, 2006 (the day after the mishap) concerning my broken Odyssey van. I mentioned the TDOT driver's statement that, when he lifted the brake pedal up from the floor just after the mishap, he had an unobstructed view of the brake and accelerator pedals and noticed nothing preventing the free movement of the pedals. Randy was totally disinterested in my comment. He stated that he and the engineers at North American Honda had completed the investigation of the mishap, including discussions and exchange of pictures. He said that their conclusion was that the incident had been caused by the rubber mat slipping forward and jamming the accelerator pedal open. I could not agree with Randy's theory that the mats caused the runaway and I believe I said so. Randy stated that our problem was an insurance issue, not a warranty issue, and that I should contact my insurance company. He said that they would surely have some coverage if I had good insurance. Although I doubted that this type of mechanical problem would be covered under my collision coverage, I did later discuss the matter with my insurer.

Randy stated that the problems could be completely solved by installing a rebuilt transmission and numerous brake parts at a cost of approximately \$1,900 for the brakes plus approximately \$3,400 for the transmission. If given the go-ahead immediately he might be able to complete the job by Friday, February 17. He stated that a new transmission is unavailable and they only use Honda factory rebuilt transmissions. However, the warranty on the rebuilt transmission would be identical to the new car transmission warranty.

After thinking about the mishap, I have concluded that it is totally abnormal for an automobile to behave this way. After the incident I tested my 2003 Maxima on the Interstate by driving a steady 70 mph and then, with my right foot remaining steady on the gas, depressing the brake pedal smartly with my left foot. The vehicle speed dropped rapidly to 45 mph and the car would have easily stopped completely had I not let up on the brake. Although no one recommends driving an automatic transmission car with two feet, this experiment does prove the point that the brake pedal overcomes the gas pedal under normal conditions. When Randy first proposed to me that

the mats caused the problem, he did not explained why the brake pedal did not overcome the gas pedal when the incident occurred.

Sincerely Yours,



I Agree With This Letter



Farragut, TN  
February 25, 2006

Mr. Ron Fox, Service Manager and  
Mr. Randy Jones, Shop Foreman  
West Side Honda  
10117 Parkside Drive  
Knoxville, TN 37922

Gentlemen,

On Tuesday afternoon February 14, 2006 Randy Jones, the Shop Foreman at West Side Honda called me to check progress on our broken 2006 Odyssey van. I advised him that I did take his suggestion to check with my Insurer. However, after discussions today (Tuesday) my Insurer was not at all encouraging about covering any part of mechanical damages under any circumstances. I asked if we could come by so that my wife could remove some items from the van. I asked that Randy explain his theory of what might have caused the accident to my wife, who was still very upset by the runaway situation.

#### **THE CIVIC MAT KEEPER RECALL**

Upon arriving, Randy met us in the office. Randy first handed us a copy of Honda Service bulletin 99-034 dated May 24, 1999. It detailed a recall for a 1996-98 Honda Civic to retrofit mat keepers. Per the bulletin, "due to the floor design" of these cars "a mispositioned floor mat" could prevent the accelerator pedal's return to the idle position." The mat keepers were to prevent the mat from sliding.

#### **LOOKING AT THE GEAR SHIFT**

We proceeded to the Odyssey. Randy wanted to run through gearshift features and did so while sitting in the drivers seat with my wife in the passenger seat and me listening from beside the driver seat. Two of his points were 1) that if you downshifted from D to 2nd at highway speed, the van was programmed to protect the transmission by not down shifting and 2) that you could shift from D to Neutral with throttle open and not explode the engine because the van was programmed to protect the engine by engaging an RPM governor. He may have mentioned that second (bottom) button on the gear shifter could be used to shift the car to a lower gear (but not second) at highway speed.

#### **THE FLOOR MAT THEORY AND ACCELERATOR GEOMETRY**

I asked Randy to demonstrate to us his theory of how the Honda custom rubber floor mat could cause the accelerator pedal to jam in an open position. Randy was not fazed by my request, but quickly proceeded with total confidence. Randy first pointed out a small upward curvature (roughly 1 inch wide, 2 in. front to back and rising above the level surface of the mat about 3/8 in.) in the corner of the rubber mat, to the right of the accelerator pedal, where the floorboard turns upward. He cited this bent mat section as evidence that the mat had jammed against the accelerator pedal. Then, banding down outside the car beside the drivers seat with me watching the accelerator pedal area, Randy reached down with one hand to the front right corner of the mat, lifted the right 4 to 6 in. (measured side to side) of the mat while simultaneously bending it into a convex shape similar to half of a cylinder (with the cylinder's axis running from the front of the car to the back of the car). At the same time, he pushed the arc defining the leading edge of this half-cylinder shaped section of mat against the leading edge of the top surface of the accelerator pedal forcefully enough that the mat edge was indented and bent back perhaps 1/4 inch at the point of contact (where the mat touched the top leading edge of the accelerator). With the mat in this position, Randy cranked the car engine with the shifter out of gear. The engine revved up to a speed, which I estimate, was about 3500 RPM (I didn't look at the tachometer). The engine

definitely did not turn fast enough to engage the engine governor (which would cause the engine RPM to pulse up and down) because the engine turned at a steady sustained RPM.

I pointed out to Randy that he had used his hand to lift and then bend the mat whereas, if this event actually happened, the operator would have been required to lift and bend the mat with his feet. I asked Randy to attempt to depress the accelerator using his feet to shape the mat and jam it against the accelerator. He was taken aback by my request and stepped back away from the car. Randy declined to use his feet to demonstrate how the rubber floor mat jammed the accelerator pedal. I then suggested that Randy attempt to jam the mat against the accelerator by pushing the mat forward with his hand from 1) the mat edge in front of the driver's seat or 2) the mat corner beside the driver side door. Randy may have tried this or at least touched the edge of the mat before deciding not to try. I personally tried jamming the mat against the accelerator by pushing on the above-mentioned edges. When I tried this, the mat simply slid forward underneath the accelerator pedal and sliding along the side of the raised carpeted center floor with no reduction in the vertical clearance between the mat and the accelerator pedal. If Randy did, in fact, attempt this, his result was the same as mine.

My conclusion is that the Honda custom rubber floor mat can slide forward on the relatively slick, 3/16 inch thick, "RubberTite" brand, rubber mat beneath it (as configured, there were 3 layers of mats, 1) Honda carpet mat, 2) "RubberTite" brand custom fitting rubber mat, and 3) Honda custom rubber floor mat on top) but that it remains flat like a plank when it slides and does not lift up and buckle into a shape that touches the accelerator pedal.

At this point, I examined the accelerator pedal suspension & geometry visually, by touch and using a steel ruler finding the following:

1. The leading edge of the accelerator pedal is 3 inches above the top of the base carpeting in the van. It is 2 inches above the top surface of the floor mats (carpet mat plus two rubber mats) as configured in my van.
2. The accelerator pedal is suspended from the pivot above the floor and spring-loaded so that the force to depress the pedal initially (in the un-depressed position) is substantial and ever increasing as the pedal is depressed.
3. Based on feel, the leading surface (the side toward the seat and floor, not the top) of the pedal feels to be made of slick plastic with vertical slots expanding from the top surface of the pedal to the bottom surface of the pedal. The angle of this surface with respect to the top surface is not 90 degrees, but rather, it is swept back toward the firewall with an included angle of perhaps 60°. The leading surface appears to be well designed to ride over any object that is pushed against the pedal from direction of the front seat. It appears that, in order for an object to actually depress the accelerator (rather than have the accelerator ride over the object), that object would need to be lifted above the floor a distance high enough (more than 2 inches) to catch the top front edge of the accelerator (as formed by the intersection of its top surface and its front surface) while simultaneously being pushed toward the firewall behind the pedals.

#### DISCUSSION OF FLOOR MAT TEST

When Randy depressed the accelerator by jamming the mat against it, I was a little surprised that he did not just set the mat on the top of the accelerator and allow the weight of the mat to depress it. After examining the accelerator in detail, it is clear to me that the accelerator requires so much force to depress that, in my opinion, the weight of a floor mat simply will not move it.

The accelerator is at a small angle (perhaps 30 degrees) with respect to the horizontal van floor. Using physics, it is possible to resolve the horizontal force of a mat jammed straight forward against the accelerator into two component vectors acting at 90 degrees to each other. One vector pushes perpendicular to the top surface of the accelerator (and thus acts to depress the accelerator) and the second one pushes parallel to the top surface of the accelerator toward the accelerator pivot point (and thus does *not* act to depress the accelerator). Because of the shallow angle of the pedal, physics tells us that only a small fraction of the force of the mat against the accelerator is in the correct direction to depress the accelerator whereas a

much larger fraction of the force of the mat against the accelerator is directed toward the accelerator pivot point (and thus *does not* act to open the throttle). If the person testing the floor mat theory holds the floor mat in his hand at the same time he starts the engine in neutral, he has the option of skewing the results (this means that the engine will race at a higher speed than it should due to the way the test is performed) by using his hand to press the mat downward perpendicular to the accelerator instead of straight forward (as in the case described above). We are not saying that Randy did this – just that it is possible to skew the results.

From the paragraph above, you can see that, when the rubber mat is pushed against the top edge of the accelerator pedal with a force of magnitude "F", only a fraction of that force "F" acts perpendicular to top of the accelerator. The fraction of the force perpendicular to (and thus depressing) the accelerator is very much dependent upon the direction of that force "F". The above paragraph considered one case where the force, "F", was horizontal and another case where the force, "F", was more downward (thus skewing the results). In any real-life situation, the direction of that force, "F", would likely be upward from the floorboard of the van (were the operators foot would be resting) to the top leading edge of that accelerator pedal, which is about 2 in. above the rubber mats (the way my van is configured). In such a real-life test, only a very small fraction of the force, "F", against accelerator pedal would be acting downward perpendicular to depress accelerator pedal.

Seen in this way, Randy's demonstration shaping and lifting the rubber floor mat by hand and then pressing it against the accelerator pedal probably does not even come close to simulating a real life situation. One could even say that it was very subjective and arbitrary. Based on Randy's total confidence in demonstrating a floor mat jamming against an accelerator with his hand and his stepping back when I asked him to demonstrate a floor mat jammed against an accelerator with his foot; it is my belief that Randy has had hands on training in how to demonstrate a mat jammed accelerator with his hand but no training in how to demonstrate a mat jammed accelerator with his foot. I am not saying that Randy is being at all deceptive – just that he is doing what he has been trained to do in order to convince customers that the theory corresponds to reality.

Considering the examination of the accelerator and the mat test, my wife says she is certain that, if the rubber floor mat had been buckled up high enough above its normal height to jam against the accelerator pedal ( I estimated above that it would have to be raised up in excess of 2 inches), she would have felt it with her feet. But my wife did not feel anything unusual with her feet (definitely not a raised mat) other than a brake pedal that did not work. Therefore, the conclusion is that the floor mats were not jammed against the accelerator pedal.

My wife has reminded me that she is quite meticulous about keeping the beige Honda custom rubber mat beneath the driver's feet as clean as possible. In order to keep it clean, she places a small (apx 12 inches by 16 inches), thin (apx 1/8 inch thick), black, rubber mat on top of the beige mat and directly under her feet each time she enters the drivers seat. This is her pet peeve against me because I tell her how silly it is to waste her time using one rubber floor mat to keep a second rubber floor mat clean. Each time I drive the van I simply allow this little black mat to slide out of position. She gets a little irritated that I do not share her desire to protect the beige Honda custom rubber mats from getting dirty. As a result of this little conflict, she always examines the driver's side floor mats while standing outside the van before she drives it. In doing this she

occasionally slides the beige Honda custom rubber mat into position if it has slid slightly forward and then she centers the small, thin, black, rubber floor mat. I am sure that Randy can verify that there was a small black mat on the top of the drivers side mat when he investigated the van. My wife followed her normal procedure, and we can say that the rubber floor mat was in its correct position at the time she left our home on February 9, the morning of the mishap. It is most unlikely that the beige mat would have magically moved forward and jammed against the accelerator pedal during the 4 or 5 miles it takes to reach the Pellissippi Parkway from our home. This is just one more reason why Randy's theory that the floor mat caused the difficulty for my wife to accept.

When we visited West Side Honda on Tuesday February 14, my wife found a lot of small gravel on top of her drivers side floor mat, presumably tracked into the car from the construction gravel where the wrecker loaded the van after the mishap. She was a little upset, retrieved her small broom and scoop from the van, and began sweeping them off the mat. This is an example of how absolutely meticulous she was about this van. She was really proud of it and has been totally crushed and terrified by what has happened.

During my discussion with Randy, he referred to a point in our investigation on Thursday, February 9th when (with the car running and in neutral gear) he depressed the accelerator hard enough that the engine governor activated and caused engine RPM to pulse. He may have stated during today's discussion that this racing engine was caused by the floor mat stuck against the accelerator. I advised Randy that, if he really meant to say that the rubber mat was jammed against the accelerator causing the engine governor to be engaged when he and I tested the car on Thursday, February 9, I did not agree with him on this matter and that I remembered the February 9th test quite differently. I pointed out that various people had examined the van's pedals, and driven the van prior to it being dropped at West Side Honda. None of these people found any indication that the mat was out of position immediately after the mishap, nor did Randy.

If I understood Randy correctly, I do not necessarily think that Randy was trying to deceive me on this matter but rather, that he may have been trying to give me an opportunity to agree with him and reduce my wife's fear. My recollection is that, during the February 9 testing, Randy first raced the engine engaging the governor with no mention of floor mats. Then, at a later point in time, he stated that he was certain that the floor mats caused the problem. At the point when he raced the engine, he was sitting in the drivers seat and I was sitting in the passenger seat with absolutely no reason to look at his feet or the floor mats – and I didn't consciously do so. Of course, I could not convince my wife into believing that the floor mat caused the incident, even if I wanted to do so. And I do not want to do so because the lives of our family could be put at risk if some undiagnosed breakdown caused the van to runaway again at some point in the future.

#### **EXAMINING THE ENGINE**

Randy and my wife continued their examination outside the van. Opening the hood, Randy checked the fluid levels with the engine having been off for several days in the car quite cold:

1. The brake fluid was full.
2. Randy pointed out that the power steering fluid was at, or slightly below the low level marker. I had not looked closely at this on September 9.
3. Looking once more at the end of the transmission fluid dipstick in Randy's hand, the fluid level was below the "add fluid" perforation by an amount approximately equal to half the distance between the high and low level perforations. This level was considerably higher than found initially on February 9. Apparently the difference was that now the transmission had been sitting cold draining for days as opposed to having just been operated (but only warm) at the time of the initial check.

#### **THOUGHTS AND CONCLUSIONS**

At the end of the visit nothing that had been discussed or done reduced our concerns or seemed to pinpoint the cause of the incident. We still think Honda makes a good product, but we think this

Individual van has a scary problem. Randy agreed to proceed to prepare a quotation showing the cost to repair the identified mechanical problems.

It appears to me that all the technical knowledge that American Honda engineers and Randy possess may blind them from looking objectively at a factual situation. They're predisposed to believe that they have engineered systems that are fool proof. As a result they say, "What else could it be?" or, "It would take two or three system failures for this to occur." Thus I suspect that the photographs that Randy said he shared and discussed with the American Honda engineers showed the rubber mat carefully positioned so as to depress the accelerator. This would be the case of, "This must be what happened because, what else could it be?" In fact, none of the evidence immediately before the mishap or immediately after the mishap supports the theory that the rubber mats caused the mishap. Nor, in my opinion, does Randy's effort to slide the mat forward to depress the accelerator support this theory.

My wife and I are not automotive engineers. However I am a careful observer of things mechanical who has been technically trained both in school and in hands-on new product development to examine cause and effect. Thus I tend to report observations objectively and my vision is not clouded either by the burden of too much knowledge of the automobile electromechanical systems or by fear of an Odyssey system failure.

#### **SUGGESTIONS FOR IMPROVEMENT**

Honda has designed a fine van. However, while thinking about this mishap, I came across two small (but good) ideas that Honda could learn from its competitors. First, in my opinion, the Honda cruise-control system needs to shut off completely when the ignition is turned off and the car garaged at the end of the day. As currently engineered, if the system is on at the end of the previous day, it automatically turns back on the next morning when the engine is started. For all other cars I have owned or recall driving, the cruise control system turns off permanently each time the ignition is turned off and must be manually turned back on (if desired) when the engine is restarted. With the current Honda design, an unsuspecting driver could have an unpleasant surprise if, (not realizing that the cruise control system turned on automatically because it was on the last time the van engine was running the previous day), this driver accidentally engaged the cruise control. This driver could unexpectedly find that the cruise control was opening the engine throttle even though the accelerator was not being depressed. Hopefully the driver would have the presence of mind to quickly press the brake to deactivate the cruise control.

Second, Honda could improve function if it would switch to the gated shifter system used on the 2003 Maxima and, I think, on the new Mercedes. As currently designed Honda has two buttons on the shifter and, it is not intuitively obvious that there are 4 forward gears. The Maxima has a gated shifter track that shows all four gears. It may be downshifted from 4th to 3rd while coasting (with zero accelerator) forward at 70 mph by simply moving the shifter approximately 3/4 inch to the left. With the 2006 Odyssey design, downshifting from Drive to 2nd has no effect. To engage in a lower gear you must search out the second button on the shifter and depress it. This procedure is unnecessarily complicated compared to the technology currently used by other automotive manufacturers.

My wife said that Randy had told her that, should the Odyssey continue without slowing when she let off the accelerator, she should move the shifter into neutral. I had to explain to her that, doing this would be developing a very dangerous habit. I told her she should absolutely never develop the habit of shifting a vehicle into neutral while driving forward because it could get her killed. I told her that if she happened to be in a slight downgrade, the car would not slow down when she backed off the accelerator. I told her that shifting to neutral in such a case would not only fail to slow the car down, but also that it might actually cause the car to speed up. Further, if she then relied on her brakes to slow the car they would eventually fail if the down grade lasted long enough. We discussed driving down the long steep downgrade at Black Mountain on I-40 just east of Asheville, North Carolina. Prior to starting the long downgrade, the highway signs say that you must shift to a lower gear. I told her that she should

never shift to neutral in such a situation, but instead must shift to a lower gear before her brakes overheated and failed. I told her that one (not very good) possibility would be to depress the second little button on the Odyssey shifter causing it to drop down from 4th gear (D) to the next lower gear. This would provide some engine braking but probably not nearly enough to keep the car from running away down the long hill and causing her brakes to overheat. Therefore, I advised her that, to be safe, she really needed to place the vehicle into 2nd gear and allow the engine braking to slow the car. Otherwise, her brakes would likely overheat and fail before she got off the mountain. Because the Interlock on the transmission was designed to protect the transmission by preventing the car from shifting from D to second at higher speeds, she would need to slow down and downshift to 2nd before entering the downgrade. Further, **should she accidentally enter the downgrade without shifting to second she must immediately apply her brakes smartly to slow the car down enough to shift it into 2nd gear.** If she did not do this and instead let the brakes overheat or let the car gain too much speed she would be in a runaway situation.

#### **WHAT CAUSED THE MISHAP**

The Odyssey is a complex vehicle with computers, at least two throttle adjustment control systems, interlocks and lockouts. There may be dozens of possible component failures that could have caused the mishap. I certainly do not have the knowledge to sort through the possible causes. I can point out however that 1) either Honda delivered the car to us with low transmission fluid or 2) the fluid leaked out during the first 2,396 miles of driving. If the transmission leaks, then it needs to be repaired. If the car was delivered with low fluid, then we have been driving 2,396 miles with low fluid and may have damaged the transmission. Based on all of the information developed here and in my earlier letter, I could make creative suggestions about how the car failed. I could point out that the brakes totally failed. I could suggest that the transmission broke when my wife turned off the ignition driving at 70 MPH, because it had been weakened by driving for 2,396 miles with low fluid. Or I could suggest that the cruise control somehow automatically engaged and failed to disengage when my wife applied the brakes. Doing so is somewhat speculative and would tend to focus Honda's analysis on a couple of possibilities. Thus, I had rather not suggest anything because it's not my job to sort through dozens of possible failure modes about which Honda engineers have exclusive technical knowledge.

I wish the Honda engineers would actually look for something other than a simple minded mat jamming against the accelerator, but I can see why Honda might not want to publicly revealing some complex problem.

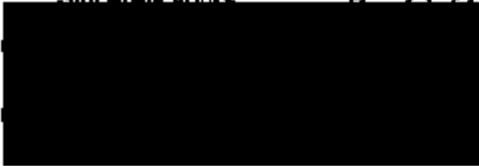
The simple fact is that we purchased an expensive new Odyssey van and it then self-destructed with only 2,396 ml. on it nearly killing my wife in the process. Randy told me on February 10 that he and North American Honda had concluded that the floor mats caused it all to happen and, after more than two weeks, still maintains the floor mat theory. This is despite numerous pieces of evidence from numerous people both before and after the mishap that simply do not support the floor mat theory. Further, the mat theory is discredited by the fact that Honda was unable, in my opinion, to credibly demonstrate that the sliding Honda custom mats buckle up against the accelerator rather than slide harmlessly under it.

#### **QUOTATION FOLLOW UP VISIT**

We stopped by West Side Honda on February 17 and picked up a quotation to repair the brakes and transmission. The total was \$5,740.49. Randy confirmed that he had suggested to my wife that, when the car failed to slow, she should have shifted to neutral. He even said he went home and told his wife to do this. I told him that I didn't think this was very good advice, and it would not work if the brakes failed. Randy made an impromptu comment that modern auto break systems do not fail. Randy did say that he just added transmission fluid (he said he added exactly 0.75 quarts) and rechecked it because sometimes vans with low fluid did not shift properly. Unfortunately, per Randy, the transmission still failed to shift into reverse.

I want to close by saying that I have enjoyed working with Randy. While we have not always agreed, Randy possesses an inquisitive mind and a tenaciousness that makes him well suited for his job.

Sincerely yours

A large black rectangular redaction box covering the signature of the sender.

I Agree With This Letter

A large black rectangular redaction box covering the signature of the recipient.

ATTACHMENT: HONDA SERVICE  
BULLETIN 99-034, MAY 24,  
1999, SAFETY RECALL:  
CIVIC FLOOR MATS



Applies To: 1996-98 Civic - All

May 24, 1999

## Safety Recall: Civic Floor Mat

### BACKGROUND

Due to the floor design, a mispositioned floor mat could prevent the accelerator pedal from returning to the idle position. In this case, the vehicle may continue accelerating even though the driver may no longer be pressing on the pedal.

### CUSTOMER NOTIFICATION

All owners of affected vehicles will be mailed a notification of this recall. An example of the customer letter is at the end of this service bulletin.

### CORRECTIVE ACTION

Anchor the driver's floor mat with a holder and grommet.

### PARTS INFORMATION

**NOTE:** These parts are for ordering purposes only and should not be listed on warranty claims.

Floor Mat Retention Kit (10 per package):  
P/N 08P15-S01-100W, H/C 8205504

Grommet (10 per package):  
P/N 08P15-S01-100G, H/C 8205486

### REQUIRED SPECIAL TOOLS

Grommet Installation Tool Set:

These tool sets are being automatically shipped to the dealers. To obtain an additional tool set, call American Honda Special Tools at (888) 424-8857.

### WARRANTY CLAIM INFORMATION

Flat rate time: 0.2 hour  
Failed part: P/N 08P15-S01-16002  
H/C 8246798  
Defect code: 337  
Contention code: K60  
Template ID: 99-034A  
Skill level: Repair Technician

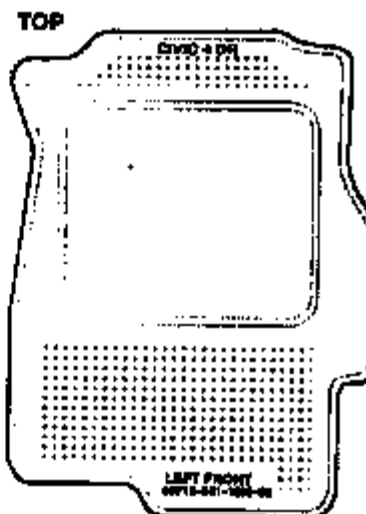
**NOTE:** You must submit all warranty claims using the template ID.

### IDENTIFICATION PROCEDURE

Examine the driver's side floor mat to make sure it is a Genuine Honda accessory.

- If it is not a Genuine Honda accessory floor mat, return the car to the customer.
- If it is a Genuine Honda accessory floor mat, continue to REPAIR PROCEDURE.

### UNDERSIDE OF DRIVER'S SIDE FLOOR MAT



Marking at Top	Marking at Bottom
2D	08P15-S02-1xx
3D	08P15-S00-1xx
4D	08P15-S01-1xx

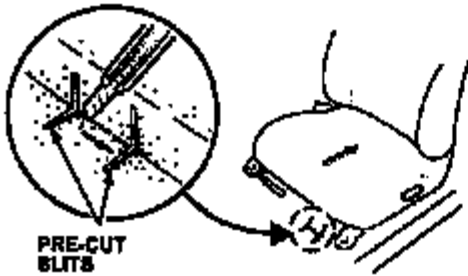
xx = any combination of letters/numbers



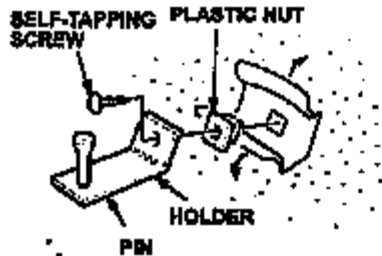
**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

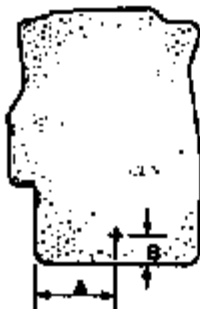
1. Move the driver's seat all the way back. Remove the floor mat from the car.
2. Locate the two slits in the carpet under the front of the driver's seat.



3. Cut the carpeting between the slits. Fold back the two flaps.
4. Insert the plastic nut into the square hole in the floor.

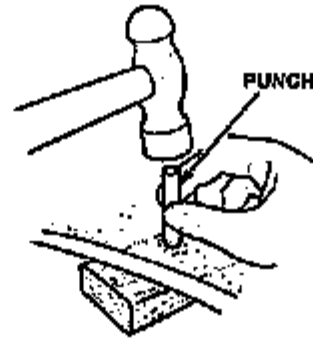


5. Install the floor mat holder with the self-tapping screw.
6. Measure the floor mat dimensions A and B according to the chart. Mark that point on the mat with a magic marker.

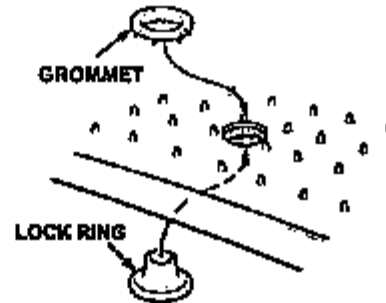


	Dimension A	Dimension B
2-door & 4-door	110 mm	35 mm
3-door	135 mm	35 mm

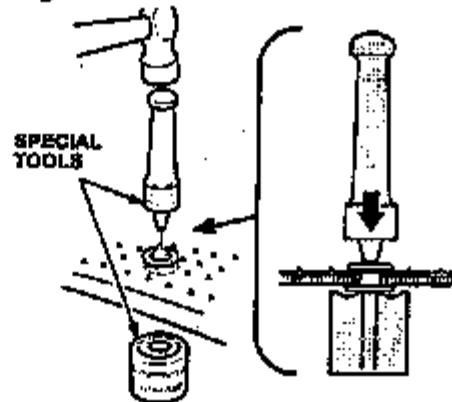
7. Place the floor mat on a block of wood. Punch a hole in the floor mat at the marked point with the special tool.



8. Use a small knife to remove the rubber nubs on the back side of the mat around the hole.
9. Push the grommet into the hole from the carpeted side.
10. Place the lock ring around the base of the grommet.



11. Use the special tools and a hammer to flare the lock ring.



12. Reinstall the floor mat in the car.
13. Center-punch a completion mark over the fourth character (E) of the engine compartment VIN.

Center-punch here.

1HG EJXXXXXXXXXXXX

June 1999

## Important Safety Recall Notice

Dear Civic Owner:

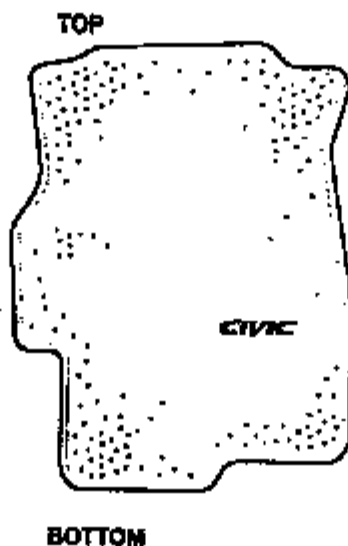
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### What is the reason for this notice?

Honda Motor Co., Ltd. has determined that a defect relating to motor vehicle safety exists with the Genuine Honda Accessory driver-side floor mat for certain 1996-1998 Civic automobiles. Due to the floor design in these vehicles, a mispositioned floor mat could prevent the accelerator pedal's return to the idle position. In this case, the vehicle may continue accelerating even though the driver may no longer be pressing on the pedal. Continued acceleration, when the driver is expecting the vehicle to slow, could result in an accident.

### What should you do?

As soon as possible, you should determine if your car is equipped with a Genuine Honda Accessory floor mat in the driver's position. Honda floor mats are shaped like the illustration below. If yours looks like the illustration, you probably have an affected mat.



### *If You Have a Honda Floor Mat*

Call any authorized Honda automobile dealer and make an appointment to have your vehicle repaired. They will install a positive floor mat retention system that will help keep the mat in the correct position. *This repair will be done free of charge.* Parts are now available. Although this repair takes less than an hour, please plan to leave your car for half a day to allow the dealer flexibility in scheduling.

In the meantime, make sure your mat is positioned properly. If the floor mat moves easily, and you're concerned about it interfering with the accelerator pedal, remove the mat and store it in the trunk until your repair appointment with the dealer.

### *If You Have a Non-Honda Floor Mat*

If your driver's side floor mat does not look like the illustration, it is not a Genuine Honda Accessory mat. Honda has not evaluated aftermarket floor mats, and we do not know if aftermarket mats will interfere with the accelerator pedal.

We recommend that you check your mat to be sure it does not interfere with the accelerator pedal. If you are concerned, we recommend that you remove the floor mat. If you have more than one floor mat on the driver's side floor, we suggest that you remove any additional mats until only one mat remains.

Please let us know that your car is not affected by completing the appropriate section of the enclosed postage-paid *Information Change Card* and returning it to Honda.

**Who to contact if you experience problems.**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Consumer Affairs Dept.  
Mail Stop 500-2N-7D  
1919 Torrance Blvd.  
Torrance, CA, 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your car, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590

Or call the toll-free Auto Safety Hotline at (800) 424-9393. Residents of Washington D.C. should call (202) 366-0123.

**What to do if you feel this notice is in error.**

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle, or some information in this notice is incorrect, please fill out and return the included, postage-paid *Information Change Card*. This will help us to update our records.

**If you have questions.**

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call the Honda Consumer Affairs Department at (800) 999-1009.

We apologize for any inconvenience this may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.  
Honda Automobile Division

Ferragut, TN  
February 28, 2006

Mr. Ron Fox, Service Manager and  
Mr. Randy Jones, Shop Foreman  
West Side Honda  
10117 Parkside Drive  
Knoxville, TN 37922

Gentlemen,

I have previously mailed you two letters concerning my wife's horrific February 9, 2006 incident where our new 2006 Honda Odyssey van ran away on I-40 at approximately 70 mph and could not be stopped by depressing the brakes. In these letters I covered the details of the incident and explained why we disagree with Honda's official explanation that unsecured Honda custom rubber floor mats jammed the accelerator and caused the runaway. Beginning the very next day after the runaway, West Side Honda (in consultation with North American Honda's Mr. Murphy) has, for nineteen days, maintained their position that their research proves that unsecured Honda custom rubber floor mats jammed against the accelerator and caused the runaway. They have done so in spite of direct observations from numerous people both before and after the runaway that contradict the Honda's official jammed mat theory. They have done so in spite of a braking experiment that contradicts their theory. They have done so in spite of my observations and analysis that shows that Randy's hands on demonstration (of how unsecured Honda custom rubber floor mats jam accelerators) is simply not believable.

West Side Honda (in consultation with North American Honda's Mr. Murphy) says that the trauma and mechanical damage resulting from the runaway are all our fault. In view of this "rush to judgment" conclusion, we have lost confidence that Honda will ever attempt to ferret out a deeper cause for this runaway. We believe that, in this case, Honda simply lacks the ability and desire to dig deeper. Knowing Honda's good reputation, we are surprised.

However, if for a moment we assume that unsecured Honda custom rubber floor mats did, in fact, jam against the accelerator; and also assume that, as Randy, the Westside Honda Shop Foreman (in consultation with North American Honda's Mr. Murphy), pointed out, the incident is predicted by Honda's May 24, 1999 Safety Recall (see attached "Exhibit 1 - Honda Service Bulletin No. 99-034, Dated May 24, 1999" requiring that dealers retrofit mat keepers on 1996 through 1998 Honda Civics); then it is clear that, even after 8 years, Honda has failed in numerous ways to act prudently to prevent loosely fitting Honda logo floor mats and unsecured Honda custom rubber floor mats from being installed on our 2006 Honda Odyssey van. Although we have no knowledge of other incidents, it is reasonable to project that there may have been numerous runaway incidents involving Honda automobiles with Honda rubber mats. We maintain that, having had knowledge of the life-threatening hazard involving Honda mats installed on Honda automobiles and, even after at least six years, taking no effective action to alleviate the hazard does, in fact, make Honda responsible for any unfortunate outcomes in this runaway situation. We project that there may have been other cases where Honda and its dealers sought to avoid responsibility by claiming that loosely fitting Honda logo mats and unsecured Honda custom rubber mats jammed the accelerator and caused a runaway. We maintain that Honda cannot escape their responsibility for the mechanical damage and trauma caused when our new 2006 Honda Odyssey, with only 2,596 miles on it, ran away, self destructed and almost injured my wife and other innocent motorists.

If Honda had handled this life-threatening problem prudently, I would have taken their advice. I would never have allowed loosely fitting Honda logo mats or unsecured Honda

custom fitting rubber mats in our new 2006 Honda Odyssey van. I would have played it safe for my wife, son, daughter, grandson and elderly parents. Now, all of these family members are afraid of the van and refuse to either drive it or ride in it (except of course, my two year old grandson who cannot talk very well, but whose mama says, "No way!")

Simply stated, we believe Honda is responsible for all of the bad outcomes from the runaway incident whether there is a deep undiagnosed cause or if, as Honda would have us believe (contrary to observations and analysis), the Honda custom rubber floor mats simply jammed the accelerator open.

#### **HONDA DID NOT HANDLE THEIR FEARED JAMMED MAT SCENERIO PRUDENTLY**

One primary purpose of this letter is to point out that Honda's (and this includes both North American Honda and/or certain of its dealers) stated concerns about unsecured mats jamming accelerators open are contradicted by their actions, including the following actions:

1) Installing or allowing the installation of loosely fitting Honda logo floor mats on our new 2006 Odyssey van and presumably other new Hondas. Manufacturing or allowing the manufacture of loosely fitting Honda logo rubber floor mats. The mats installed loosely on our new 2006 Odyssey were marked with the "H" Honda logo plus the "Honda Morristown" logo (see attached "Photo A & Photo B -Loose Fitting Honda Logo Mats Installed On Our New 2006 Odyasey by Morristown Honda" )

2) Acting unaware that families purchasing or owning Odyssey vans with OEM secured carpet mats would likely a) later discover that they required rubber mats, b) be lead to purchase Honda custom rubber mats (possibly from numerous internet sellers having good product selection) because only Honda makes a mat which properly covers the carousel storage area between the first and second row seats and c) install these Honda custom rubber mats by simply laying them on top of the secured carpet mats. Honda North America both supplied and sold, or allowed Honda dealers to sell, Honda custom rubber mats with no prominent warnings or installation instructions advising customers that, to safely install the mats, a) the carpet mats in the front floor board must first be removed and then b) the new Honda custom rubber mats must be secured with mat keeper fasteners (See attached "Exhibit 2 - College Hills Honda Web Site", "Exhibit 3 -H and A Accessories Web Site", "Exhibit 4 -ebay web site", and "Exhibit 5 - College Hills Honda Invoice")

3) Failing to provide prominent safety labels (either on the Odyssey van, the new Honda custom rubber mats or on the Honda OEM boxes in which they were shipped) stating that installation of the mats without properly securing them might allow the mats to slide forward and jam the accelerator open, thus causing a life threatening runaway vehicle. Not recognizing that, in our modern world, OEM auto accessories, including Honda logo mats, are sold directly to van owners on the Internet and not providing written instructions plus prominent warning labels on both the mats and the mat boxes. (See attached "Photo C & Photo D - Honda Box For Honda Odyssey Custom Rubber Floor Mats")

4) Not making obvious, simple, inexpensive design changes in the van's mat keepers when such modifications could easily prevent the mats from sliding forward, even if both carpet mats and Honda custom rubber mats were installed (one on top of the other) in the front floor board. Not making these design changes when at least one competitor has designed their mat keepers by making them long enough to secure both carpet mats and custom rubber mats simultaneously. (See "Photo F - 2003 Maxima Mat Keeper With OEM Carpet Mats Installed", "Photo G - 2003 Maxima With OEM Carpet Mats & 3/8" Custom Rubber Mats Installed Simultaneously")

*The documents and actions cited in the above 4 points demonstrate that in, spite of Honda's stated and documented concerns that loose fitting Honda logo and Honda Custom fitting rubber mats could cause life-threatening jammed accelerators, Honda simply failed to take a multitude of prudent actions to prevent this from happening.*

## **MANY FAMILIES MAY EVENTUALLY PUT HONDA LOGO CUSTOM RUBBER MATS IN THEIR ODYSSEY VANS**

Anyone who has raised a family knows that it is possible to get things much worse than dirt on their van's carpeted mats. Children spill milk, juice, food and spit-up. Even though the color keyed carpeted mats available on the vans are more attractive and luxurious than rubber mats, it is reasonable to expect that at some point after purchasing a new or used van, many families that buy Odyssey vans with OEM carpet mats will conclude that they really need rubber mats. It is also reasonable to believe that many of these owners will simply lay their newly acquired loosely fitting Honda logo rubber mats or Honda custom rubber mats on the top of their carpet mats as an added layer of protection, rather than taking the trouble to de-install the carpet mats and add them to the collection of items in the family garage. Others may choose to use the more luxurious front carpet mats in the summer (or dry season) and to reinstall the rubber mats on top of the carpet mats in the winter (or bad weather season).

Honda Odyssey vans have a unique storage carousel with a double trap door access in the floorboard in front of the second row seats. The design requires that Honda provide their vans with unique mats having special cuts and flaps in order to open and close the doors to the carousel with mats in place over these doors. Because Honda is the only source for carpet and custom rubber mats that allow access to the carousel, it is only prudent that Honda should expect that many van owners who receive their vans with carpet mats will later decide to purchase Honda Odyssey custom rubber mats. This is because installing other brands of after market rubber mats will block access to the storage carousel.

*Thus Honda should know that many Odyssey van owners will later decide to purchase and install Honda custom rubber mats in their Odysseys in addition to the carpet mats they originally chose or received in the van.*

## **ON THE ONE HAND, HONDA SAYS LOOSE MATS ARE DANGEROUS AND JAM ACCELERATORS OPEN**

Randy (presumably with the advice of North America Honda employ, Mr. Murphy) advised us that an earlier Honda vehicle had a Safety Recall (attached Service Bulletin 99-034, dated May 24, 1999) that required that Honda retrofit carpet mat keepers on the driver's side floor board. Apparently the vehicle was manufactured without them. The recall states that its purpose was to prevent the carpet mats from sliding into the accelerator pedal and jamming it open. Randy reasoned that this recall proves that Honda custom rubber mats could also slide forward and jam against the accelerator pedal. The first time Randy evaluated our Odyssey van after the runaway (on February 9, 2008), he was quite aware of the mat safety issue. He stated that he bet that the runaway was caused by the rubber mats sliding forward and jamming the accelerator down. But, he had no problem starting and driving the van before he reached this conclusion. The mats had not been in anyone's way after the mishap, and certainly were not jammed against the accelerator.

*We can conclude that Honda says it knows that unsecured rubber mats can slide forward and jam accelerators open causing a serious safety problem. Also Honda apparently did make a Safety Recall to retrofit mat keepers 6 years ago in 1999.*

## **ON THE OTHER HAND, HONDA'S ACTIONS DO NOT DEMONSTRATE A BELIEF THAT LOOSE OR UNSECURED RUBBER MATS JAM ACCELERATORS**

When we purchased our 2006 Odyssey van from Honda Morristown, we attempted to equip it with all our desired options installed. My wife asked for beige color keyed custom fitting rubber floor mats to coordinate with our beige leather seats. Our salesman checked and advised us that they had black Honda custom rubber mats but that Honda did not make beige custom mats. My wife does not like black mats, so we went with the only other choice offered, the beige carpet mats.

As a courtesy (and we did not ask for the mats), Honda Morristown installed two loosely fitting unsecured beige Honda logo rubber mats. The Honda logo mats read "H" and "Honda Morristown". Honda Morristown obviously did not advise us that unsecured front rubber mats could jam the accelerator pedal to open and cause a runaway situation. My wife really appreciated the mats at the time and is sad that the dealer's kindness has been dragged into the controversy.

Thus we can conclude that North American Honda and /or its dealers, who are supposedly concerned about the safety of loosely fitting front rubber mats, manufactures loosely fitting Honda logo front rubber mats, allows its dealers to install loosely fitting Honda logo rubber mats and allows them to install these loosely fitting rubber mats on top of the secured Honda carpet mats. I might add that later, when we carefully examined these mats outside of the car, we noticed two holes at center of the firewall end of the mats which, if actually used (and they were not), might secure the firewall end of the mat. Unfortunately, securing the center firewall end of the mats would, in my opinion, likely only cause the mats to rotate and buckle up from the floor if the mats slid forward.

My wife still wanted beige mats that completely covered the Odyssey floorboard. First I found some "RubberTite" brand custom beige Odyssey mats on the Internet. But then I found that Honda actually did make a beige color keyed Honda Odyssey custom rubber mats. I ordered a set for \$165 (slightly more than Honda Morristown's less 25% price on options purchased with new vehicles) on October 19, 2006 from College Hills Honda. When they arrived neither the mats themselves nor the Honda OEM factory box were marked with any labels stating that unsecured mats could jam accelerators. We found no installation instructions in the box.

Honda could easily redesigned its front mat keepers to hold the Honda custom rubber mats in place on top of the carpet mats, but has not done so. Honda must know that many Odyssey owners who discover that they need more protection than just carpet mats will buy Honda custom rubber mats and simply positioned them on top of the carpet mats. One obvious way to easily and inexpensively improve the Odyssey mat keeper is to lengthen the keeper so it will pass through the fastening holes in both mats, thus securing a Honda custom rubber mat on top of the carpet mat. But Honda has not redesigned its mat keeper. However, looking in my 2003 Nissan Maxima, I found that this automaker designed their carpet keeper long enough to retain both the original carpet mats and one (possibly two) custom rubber mat lying on top of the carpet mat.

Thus we can conclude that, although North American Honda is supposedly alarmed that loosely fitting rubber mats may slide forward, jam the accelerator and cause a runaway (as indicated by Randy when he presented a 1999 Safety Recall sheet), it has, for 7 years, not taken the trouble to redesign the keeper on their van to secure a Honda carpet mat plus an overlying Honda custom rubber mat. This is even though they should know that at least one of their competitors has done so.

#### **MORE MATS**

When she installed the beige Honda custom rubber mats purchased on the Internet (by placing them over the OEM carpet mats), the second row of mats worked great, but the front mat failed to protect the area below the cup holder/tray between the two front seats. It also failed to cover the floorboard ledge for the driver's left foot. On approximately October 27, a Honda Morristown mechanic who was installing a custom ordered gold Honda emblem on our van, left a dark, dirty footprint on the ledge for the driver's left foot. To solve these problems, we ordered an ugly, off

color, beige "RubberTite" brand front mat from AutoAnything for \$50 on November 9, 2005. This mat is stamped from a heavy sheet of embossed rubber and fits the floorboard so tightly that it simply does not slide. Thus our van is currently configured with 1) the original beige carpet mats, 2) the "RubberTite" mat next (in the front floor board only) and finally, 3) the beige color keyed Honda rubber mats in all three floor boards. My wife also placed a small (approximately 12 inch by 16 inch), thin (approximately 1/8 inch thick) black rubber mat under the driver's feet. This may be a lot of mats, but it doesn't change the fact that, in front, the carpet mat and "RubberTite" mat simply do not move. The beige Honda custom rubber mat can slide a little, but it slides flat like a board, it does not buckle up off the floor.

#### SUGGESTIONS FOR IMPROVEMENT

Honda should consider improving the function of their Odyssey by lengthening their mat keeper so that it will retain both a carpet mat and a Honda custom rubber mat simultaneously. Doing this is simple and costs next to nothing. At least one competitor (the 2003 Maxima) has already done this. Honda should consider delivering the Odyssey vans with both carpet and custom rubber mats installed and secured, because Honda should anticipate that eventually many Odyssey owners having only carpet mats will need to purchase Honda custom rubber mats.

Please do not misinterpret our second suggestion to mean that we do not recognize and appreciate the reputation of the Odyssey as a safe high quality vehicle. We suggest that North America Honda should research its database and available government databases for 1) cases involving runaway vehicles and 2) for cases involving runaway vehicles blamed on jammed floor mats. They should survey experienced Honda Dealer technicians and Shop Foremen for the details of such incidents. Honda should examine its electronic systems for failure modes that could lead to such runaway events and design additional redundancies and system error reporting (making such error codes public) into their car to further insure against such failures. In short, Honda should take this life-threatening safety problem seriously as opposed to promoting a "circle the wagons" mentality. It should, instead, foster the attitude that any failure of their vehicle is a God given opportunity to make it better.

#### CONCLUSION

First, we disagree with Randy and North American Honda's conclusion that loose Honda custom rubber mats slid forward, jammed against the accelerator and caused our Odyssey to runaway and self-destruct. This has all been documented in two previous letters.

We also disagree with Honda's assertion that, if the loose mats jammed against the accelerator causing the runaway situation, all the resulting trauma and mechanical damage is our fault and not the fault of Honda.

This is because Honda, on the one hand, claims to know from a 6 year old previous Safety Recall and retrofit, that loose rubber mats jam accelerators. On the other hand, Honda simply failed to take prudent actions to protect their customers from what Honda says it knew was a serious safety hazard. Specifically, Honda did not 1) prevent new Odyssey vans from being delivered to customers with unsecured loosely fitting Honda logo rubber mats, 2) take reasonable steps to prevent Honda custom rubber mats from being placed by owners, unsecured, on top of secured carpet mats or 3) make the simple design change required so that the mat keeper in their vans will properly secure a custom rubber mats on top of a carpet mat. This is all detailed above in the paragraph titled "HONDA DID NOT HANDLE THEIR FEARED JAMMED MAT SCENARIO PRUDENTLY".

Honda cannot have it both ways. We believe that even if the unsecured Honda custom rubber mats do actually jam accelerators (and we do not believe this was the cause of the runaway on our van), North American Honda with its dealers bear considerable responsibility because they have, for at least 6 years, failed to act prudently to eliminate the safety hazard.

Looking at the situation in another way, Honda's failure to take appropriate actions to prevent loose Honda logo mats and unsecured Honda custom rubber mats from jamming accelerators indicates that Honda really does not believe their own expressed concern that these mats do jam accelerators open.

We believe Honda's actions (or lack thereof) in these matters are a little like digging a hole, camouflaging it, waiting for its customers to fall in, and then kicking dirt in on top of their heads.

It is a little like setting up a straw man (or a mat man) to knock down, rather than digging for a deeper, more complex problem.

The rubber mat theory of jammed accelerators certainly provides Honda with a simple, convenient explanation in the event there is a runaway situation.

Sincerely yours,

I Agree With This Letter

**Attachments:**

1. Exhibit 1 -- Honda Service Bulletin No. 99-034, Dated May 24, 1999
2. Exhibit 2 -- College Hills Honda Web Site
3. Exhibit 3 -- H and A Accessories Web Site
4. Exhibit 4 -- Ebay Web Site
5. Exhibit 5 -- College Hills Honda Invoice
6. Photo A -- Loose Fitting Honda Logo Mats Installed On our New 2008 Odyssey by Morristown Honda
7. Photo B -- Loose Fitting Honda Logo Mats Installed On our New 2008 Odyssey by Morristown Honda
8. Photo C -- Honda Box For Honda Odyssey Custom Rubber Floor Mats
9. Photo D -- Honda Box For Honda Odyssey Custom Rubber Floor Mats
10. Photo E -- 2003 Maxima Mat Keeper With OEM Carpet Mats Installed
11. Photo F -- 2003 Maxima Mat Keeper With OEM Carpet Mats And 3/8" Custom Rubber Mats Installed Simultaneously

EXHIBIT 1



Applies To: 1999-98 Civic - All

May 24, 1999

### Safety Recall: Civic Floor Mat

#### BACKGROUND

Due to the floor design, a mispositioned floor mat could prevent the accelerator pedal from returning to the idle position. In this case, the vehicle may continue accelerating even though the driver may no longer be pressing on the pedal.

#### CUSTOMER NOTIFICATION

All owners of affected vehicles will be mailed a notification of this recall. An example of the customer letter is at the end of this service bulletin.

#### CORRECTIVE ACTION

Anchor the driver's floor mat with a holder and grommet.

#### PARTS INFORMATION

NOTE: These parts are for ordering purposes only and should not be listed on warranty claims.

Floor Mat Retention Kit (10 per package):  
P/N 08P15-S01-100W, H/C 6205504

Grommet (10 per package):  
P/N 08P15-S01-100G, H/C 6205498

#### REQUIRED SPECIAL TOOLS

##### Grommet Installation Tool Set

These tool sets are being automatically shipped to the dealers. To obtain an additional tool set, call American Honda Special Tools at (888) 424-8857.

#### WARRANTY CLAIM INFORMATION

Flat rate time: 0.2 hour  
Failed part: P/N 08P15-S01-16002  
H/C 5248798  
Defect code: 337  
Contention code: K80  
Template ID: 99-034A  
Skill level: Repair Technician

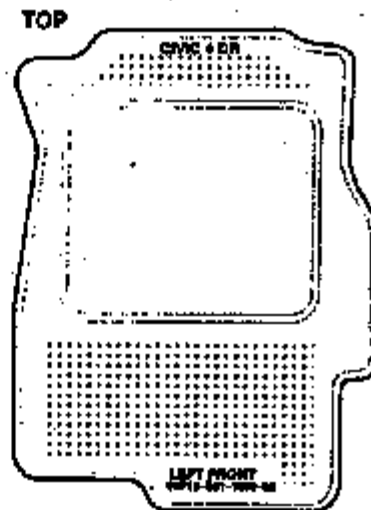
NOTE: You must submit all warranty claims using the template ID.

#### IDENTIFICATION PROCEDURE

Examine the driver's side floor mat to make sure it is a Genuine Honda accessory.

- If it is not a Genuine Honda accessory floor mat, return the car to the customer.
- If it is a Genuine Honda accessory floor mat, continue to REPAIR PROCEDURE.

#### UNDERSIDE OF DRIVER'S SIDE FLOOR MAT



Marking at Top	Marking at Bottom
2D	08P15-S02-1xx
3D	08P15-600-1xx
4D	08P15-S01-1xx

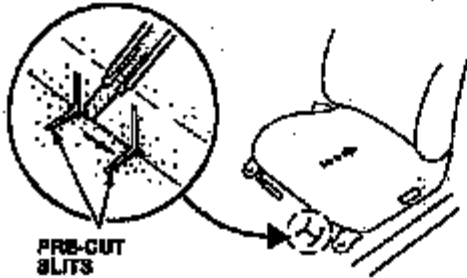
xx = any combination of letters/numbers



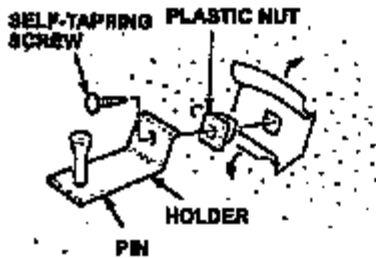
**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

**REPAIR PROCEDURE**

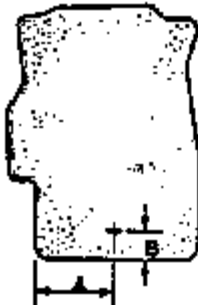
1. Move the driver's seat all the way back. Remove the floor mat from the car.
2. Locate the two slits in the carpet under the front of the driver's seat.



3. Cut the carpeting between the slits. Fold back the two flaps.
4. Insert the plastic nut into the square hole in the floor.

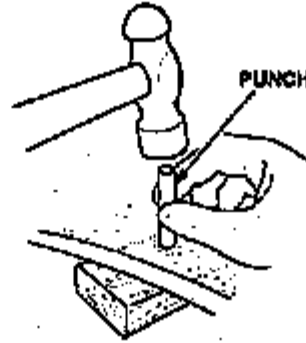


5. Install the floor mat holder with the self-tapping screw.
6. Measure the floor mat dimensions A and B according to the chart. Mark that point on the mat with a magic marker.

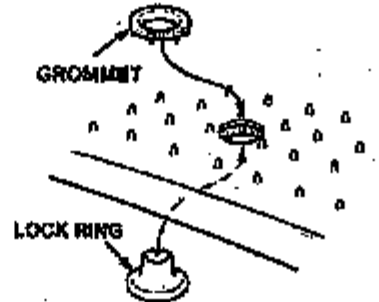


	Dimension A	Dimension B
2-door & 4-door	110 mm	35 mm
3-door	135 mm	35 mm

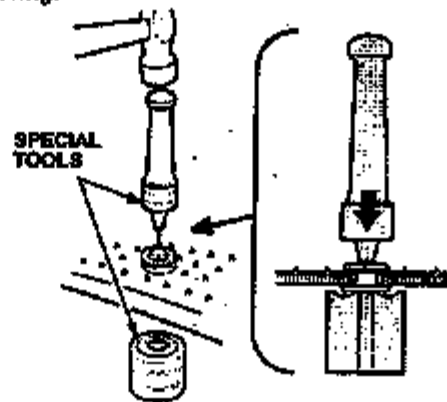
7. Place the floor mat on a block of wood. Punch a hole in the floor mat at the marked point with the special tool.



8. Use a small knife to remove the rubber nubs on the back side of the mat around the hole.
9. Push the grommet into the hole from the carpeted side.
10. Place the lock ring around the base of the grommet.



11. Use the special tools and a hammer to flare the lock ring.



12. Reinstall the floor mat in the car.
13. Center-punch a completion mark over the fourth character (E) of the engine compartment VIN.

Center-punch here.

1HGÉJXXXXXXXXXXXX

June 1999

## Important Safety Recall Notice

Dear Civic Owner:

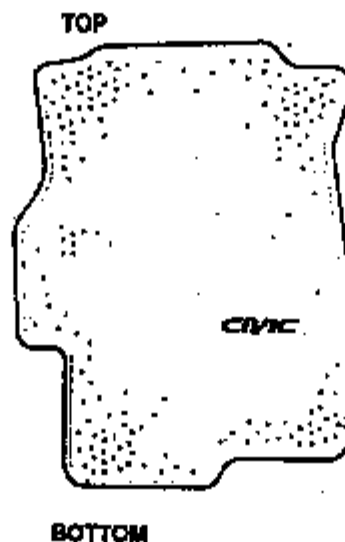
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### What is the reason for this notice?

Honda Motor Co., Ltd. has determined that a defect relating to motor vehicle safety exists with the Genuine Honda Accessory driver-side floor mat for certain 1996-1998 Civics automobiles. Due to the floor design in these vehicles, a mispositioned floor mat could prevent the accelerator pedal's return to the idle position. In this case, the vehicle may continue accelerating even though the driver may no longer be pressing on the pedal. Continued acceleration, when the driver is expecting the vehicle to slow, could result in an accident.

### What should you do?

As soon as possible, you should determine if your car is equipped with a Genuine Honda Accessory floor mat in the driver's position. Honda floor mats are shaped like the illustration below. If yours looks like the illustration, you probably have an affected mat.



### *If You Have a Honda Floor Mat*

Call any authorized Honda automobile dealer and make an appointment to have your vehicle repaired. They will install a positive floor mat retention system that will help keep the mat in the correct position. *This repair will be done free of charge.* Parts are now available. Although this repair takes less than an hour, please plan to leave your car for half a day to allow the dealer flexibility in scheduling.

In the meantime, make sure your mat is positioned properly. If the floor mat moves easily, and you're concerned about it interfering with the accelerator pedal, remove the mat and store it in the trunk until your repair appointment with the dealer.

### *If You Have a Non-Honda Floor Mat*

If your driver's side floor mat does not look like the illustration, it is not a Genuine Honda Accessory mat. Honda has not evaluated aftermarket floor mats, and we do not know if aftermarket mats will interfere with the accelerator pedal.

We recommend that you check your mat to be sure it does not interfere with the accelerator pedal. If you are concerned, we recommend that you remove the floor mat. If you have more than one floor mat on the driver's side floor, we suggest that you remove any additional mats until only one mat remains.

Please let us know that your car is not affected by completing the appropriate section of the enclosed postage-paid *Information Change Card* and returning it to Honda.

**Who to contact if you experience problems.**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Consumer Affairs Dept.  
Mail Stop 500-2N-7D  
1919 Torrance Blvd.  
Torrance, CA, 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your car; without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590

Or call the toll-free Auto Safety Hotline at (800) 424-9393. Residents of Washington D.C. should call (202) 365-0123.

**What to do if you feel this notice is in error.**

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle, or some information in this notice is incorrect, please fill out and return the included, postage-paid *Information Change Card*. This will help us to update our records.

**If you have questions.**

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call the Honda Consumer Affairs Department at (800) 999-1009.

We apologize for any inconvenience this may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.  
Honda Automobile Division

**Genuine Honda Accessories**

&gt;&gt;&gt;from collegehillshonda.com&lt;&lt;&lt;

Call Us Toll Free  
1-888-244-8632

Accord | Civic | CR-V | Del Sol | Element | Fit | Insight | Odyssey | Pilot | Prelude | Ridgeline | S2000

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Questions? - [Empj](#)

SEE  
PAGE  
1 & 2

**PlusOne™ Seat Console**

This console provides an armrest and additional storage for second-row passengers. Two beverage holders, storage bin, "secret" storage box, and convenience hooks for hanging bags are included. This item easily installs on the Odyssey's PlusOne™ Seat and is color matched for seamless integration.

Storage  
Secret Storage

Part# 08U32-SHJ-00X  
Application: All except LX and Touring  
[Installation Instructions PDF](#)

Your Price: \$226.80  
Was Price: \$284.00  
Retail Price: \$339.00  
Status - Available

**Add to Cart**

You will be prompted to select color when adding to your cart.

**Leather Shift Knob**

Upgrade your Odyssey to the Leather Shift Knob that is standard equipment on Touring models.

Part# 54130-SHJ-A62  
Application: All except Touring (std)  
[Installation Article w/Photos](#)

Your Price: \$60.44  
Retail Price: \$77.48  
Status - Available

**Add to Cart**Picture 2  
Picture 3**Cooler Bags**

5 insulated totes specifically designed for the Lazy Suzan! Keep your cool things cool and your hot things hot. Each tote has the Honda logo on the zipper pull. The large tote holds the smaller totes for easy storage.

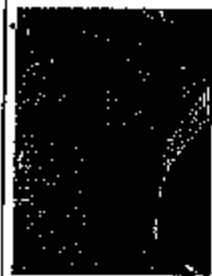
Part# 08U08-SHJ-100A  
Application: All except LX

Your Price: \$38.50  
Retail Price: \$49.00  
Status - Available

**Add to Cart****All Season Floor Mats - ALL 3 ROWS!**

Same mats as last year but now available in two colors and a mat for the 3rd row seat! These mats keep the Odyssey carpet free from wet, messy dirt and debris. The mats are made from a tough material for a long lifespan and are easily cleaned with mild soap and water. The 2nd row multi-piece design allows for easy access to the under floor storage. 3rd row mat is a 1-piece design. Mats for all 3 rows are included. Choose from Black or Taupe. For more pictures see the listing just below this one. NOTE: The taupe mats are not designed to match but to complement the interior. View comparisons.

3rd Row Mat



[Picture 1](#) | [Picture 2](#)

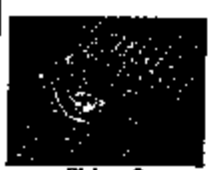
**College Hills Honda All Season Floor Mat Q&A Article**

Black# 06P13-SHJ-110A  
 Taupe# 06P13-SHJ-130A  
 Application: All

**Your Price: \$160.00**  
 Retail Price: \$199.00  
 Status - Available



[Picture 2](#)  
[Picture 3](#)  
[Picture 4](#)  
[Picture 5](#)



**All Season Floor Mats**

These mats keep the Odyssey carpet free from wet, messy dirt and debris. The mats are made from a tough material for a long lifespan and are easily cleaned with mild soap and water. The 2nd row multi-piece design allows for easy access to the under floor storage. For 1st and 2nd row seating only.

**College Hills Honda All Season Floor Mat Q&A Article**

Part# 06P13-SHJ-100  
 Application: All

**Your Price: \$118.80**  
 Retail Price: \$159.00  
 Status - Available



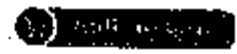
[Picture 2](#)  
[Picture 3](#)  
[Picture 4](#)  
[Picture 5](#)  
[Picture 6](#)

**Black 3rd Row Mat**

Now available separately from Honda! 3rd row black mat only.

Part# 06P13-SHJ-11003  
 Application: All

**Your Price: \$38.40**  
 Retail Price: \$49.00  
 Status - Available



**Leather Steering Wheel Cover**

This cover offers the ultimate in driving comfort. Top-grade leather provides an attractive and sporty look along with great feel and durability. It helps insulate the steering wheel against climate extremes. Lacing-hole reinforcements ensure a glove-tight factory fit.

Part# 08U88-SHJ-100  
 Application: All except Touring (std)  
 Installation Instructions PDF

**Your Price: \$46.80**  
 Retail Price: \$56.00  
 Status - Available



**Cargo Board**

The cargo board creates a multi-level space in the MagicSeat™ storage well. It provides hidden storage for valuables below the floor board, offers four possible configurations in combination with the third-row seat and converts to a free-standing table when combined with the optional Table Leg Kit. It also folds for easy storage and is color-matched for a customized look. Holds up to 22lbs. per side and installs quickly with no tools required. **NOTE: Cannot be installed together with the Cargo Mat.**

Part# 06U20-SHJ-XXX  
 Application: All  
 Installation Instructions PDF

**Your Price: \$238.80**  
 Retail Price: \$298.00  
 Status - Available



You will be prompted for color when adding to your cart.

[Picture 2](#)  
[Picture 3](#)  
[Picture 4](#)  
[Picture 5](#)  
[Picture 6](#)  
[Picture 7](#)

**Table Leg Kit**

For installation of the cargo board only. This kit allows the cargo board to be used as a passenger's-side table.



Part# 08Z05-SCV-101  
Application: w/Cargo Board  
Installation Instructions PDF

Your Price: \$49.75  
Retail Price: \$86.00  
Status - Available



### Cargo Net

Flexible cord construction stretches to hold odd-shaped items. Tight fitting elastic cord helps prevent spilling and/or damage to items held in place. It works with the third-row seat in either the up or down position.

Part# 08L96-SHJ-100  
Application: LX only  
Installation Instructions PDF

Your Price: \$43.20  
Retail Price: \$69.00  
Status - Available



### Cargo Tray

Custom molded ABS plastic is durable and good looking. The outer ridges help prevent debris from spilling over onto the vehicle's carpet. Easily cleaned with mild soap and water. Embossed Odyssey logo for a custom look. Works with the third-row seat in the up or down position.

Part# 08U45-SHJ-100  
Application: All

Your Price: \$82.80  
Retail Price: \$109.00  
Status - Available

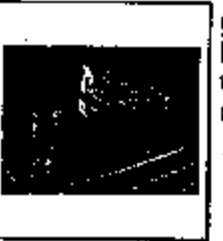


### Cargo Mat

This mat helps protect your cargo area carpet from wear and tear. It is made of heavy-gauge, durable rubber and protects the interior carpet in with the 3rd row seat in the down position. The textured design helps prevent cargo from sliding. It is easily cleaned with soap and water and is embossed with the Odyssey logo for a customized look. When using the 3rd row seat the mat simply folds out of the way. NOTE: Cannot be installed together with the Cargo Board.

Part# 08P11-SHJ-100  
Application: All

Your Price: \$72.00  
Retail Price: \$99.00  
Status - Available



### Cargo Organizer

Make it easier to carry loose items in the cargo area. This organizer is made of canvas to collapse easily when not in use. Dividers within the organizer keeps items separated and secured. Sturdy canvas construction.

Part# 08U20-SBV-100  
Application: 2005 ONLY  
Installation Instructions PDF

Your Price: \$43.76  
Retail Price: \$69.00  
Status - Available



### Third-Row Sunshade

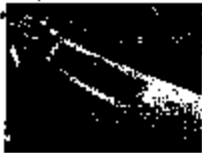
The shade reduces glaring sunlight for third-row passengers. It helps darken the interior for easier viewing of the Rear Entertainment System. Includes 2 shades for driver and passenger sides and they are retractable when not needed.

Part# 08R12-SHJ-100  
Application: All  
Installation Instructions PDF

Your Price: \$160.80  
Retail Price: \$209.00  
Status - Available



### Light Wood Grain-Look Meter Panel & Dashboard Kit

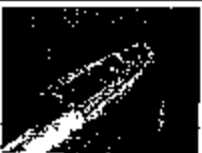


Picture 2  
Picture 3  
Picture 4  
Picture 5  
Trim Diagram

Add a warm and distinctive look to your interior. This 3-piece kit includes the center panel, switch panel and console lid panel. See the installation instructions for more details.

Part# 08Z03-SHJ-100A  
Application: All except LX  
[Installation Instructions PDF](#)

Your Price: \$164.40  
Retail Price: \$215.00  
Status - Available



Picture 2  
Picture 3  
Picture 4  
Trim Diagram

#### Light Wood Grain-Look Window Switch & Cup Holder Kit

Finish off the Meter Panel & Dashboard trim with this 7-piece kit. Pieces include 4-door switch panel trim pieces, rear door cup holder trim pieces, and the console cup holder trim. See the installation instructions for more details.

Part# 08Z03-SHJ-110B  
Application: All except LX  
[Installation Instructions PDF](#)

Your Price: \$156.00  
Retail Price: \$219.00  
Status - Available

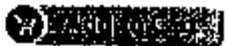


#### Dark Walnut Wood Grain-Look Meter Panel & Dashboard Kit

Add a warm and distinctive look to your interior. This 3-piece kit includes the center panel, switch panel and console lid panel. See the installation instructions for more details.

Part# 08Z03-SHJ-120A  
Application: All except LX  
[Installation Instructions PDF](#)

Your Price: \$164.40  
Retail Price: \$215.00  
Status - Available



#### Dark Walnut Wood Grain-Look Window Switch & Cup Holder Kit

Finish off the Meter Panel & Dashboard trim with this 7-piece kit. Pieces include 4-door switch panel trim pieces, rear door cup holder trim pieces, and the console cup holder trim. See the installation instructions for more details.

Part# 08Z03-SHJ-120B  
Application: All except LX  
[Installation Instructions PDF](#)

Your Price: \$156.00  
Retail Price: \$219.00  
Status - Available

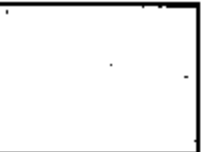


#### Auto Day/Night Mirror w/Compass

The mirror helps reduce glare by automatically adjusting for all lighting conditions. Includes compass. Price includes required attachment.

Part# 06V03-SBA-100B  
Attachment# 06V03-SHJ-101  
Application: All except Touring  
[Installation Instructions PDF](#)  
[Mirror Removal Help PDF](#)

Your Price: \$206.40  
Retail Price: \$279.00  
Status - Available



#### Front Ashtray

Part# 08U25-S6D-101  
Application: All  
[Installation Instructions PDF](#)

Your Price: \$16.25  
Retail Price: \$22.00  
Status - Available



More 2005-2006 Honda Odyssey Accessories

[Electronics](#) > [Interior](#) > [Exterior](#) > [Roof Attachments](#) > [Maintenance](#) > [Honda Merchandise](#)

PART 05P13-5HJ-130A

COLLEGEHILLHONDA.COM



PART 05P13-5HJ-130A

COLLECTOR HILLS HONDA, COM

EXHIBIT 3 - H/A ACCESSORIES WEBSITE

SEE P1

To Main Page

# Hand A - Accessories

Help

## 2005 - 2006 Odyssey Accessories

The exact same accessories your local Honda dealer sells



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CR-V

Element

Insight

Odyssey

Interior

Exterior

Electronics

Maintenance

Passport

Pilot

Prelude

Ridgeline

S2000

Merchandise

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### Interior

With Over a Million Dollars in Genuine Honda Parts in Inventory, We'll Get Your Order Shipped Out Fast.

Click Images for Larger View



#### Black Leather Steering Wheel Cover

Genuine Honda Odyssey leather steering wheel cover. Adds a sporty feel to your Odyssey while insulating against temperature extremes.

- [Shipping Information](#)

Availability: **In Stock**

[View Installation Instructions](#)

Honda's Retail \$59.00  
our Price \$45.80

**Add to Cart**



#### Replacement thread for Honda Steering Wheel Cover

Replacement thread for Honda steering wheel cover listed above. The cover does include this item. It is only needed if you want to redo the cover.

- [View Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$3.58  
our Price \$2.88

**Add to Cart**



#### All-Season Floor Mats

Genuine Honda Odyssey All-Season mats. 2 row mats available only in black. 3 row mats available in black or taupe from Honda.

To view exactly what you get with the 3 row mat set [Click Here](#)

Taupe color is not an exact match for any interior color. It coordinates with the interior color but does not match it.

> They will not fit 2004 or earlier models.

Note: You will be asked to select the style and color once you click on the "add-to-cart" button

- [Shipping Information](#)

Availability: **In Stock**

First 2 Rows:  
Honda's Retail \$159.00  
our Price \$118.80

All 3 Rows:  
Honda's Retail \$199.00  
our Price \$150.00

**Add to Cart**



#### All-Season Floor Mat - 3rd row only

Genuine Honda Odyssey All-Season 3rd row mat. Only available in black. This mat comes in the 3 row kit sold above.

- [Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$49.00  
our Price \$38.40

**Add to Cart**

*THIS ONE*

We proudly sell:

**Genuine  
Factory Honda  
Accessories**



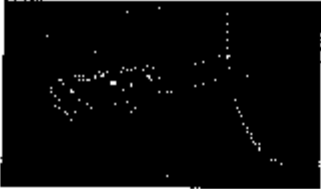
**Light Wood Grain-look trim kit  
Meter Panel & Dashboard Kit**  
Genuine Honda Odyssey wood-grain trim kit.  
> NOT for LX model

- [Shipping Information](#)

Availability:

**In Stock**[View Installation Instructions](#)

Honda's Retail \$215.00  
our Price **\$164.40**

**Add to Cart**

**Light Wood Grain-look trim kit  
Window switch and cup holder kit**  
Genuine Honda Odyssey wood-grain trim kit. Includes 7 pieces.  
> NOT for LX model

- [Shipping Information](#)

Availability:

**In Stock**[View Installation Instructions](#)

Honda's Retail \$219.00  
our Price **\$166.00**

**Add to Cart**Picture Not  
Yet Available

**Dark Wood Grain-look trim kit  
Meter Panel & Dashboard Kit**  
Genuine Honda Odyssey wood-grain trim kit.  
> NOT for LX model

- [Shipping Information](#)

Availability:

**In Stock**[View Installation Instructions](#)

Honda's Retail \$215.00  
our Price **\$164.40**

**Add to Cart**Picture Not  
Yet Available

**Dark Wood Grain-look trim kit  
Window switch and cup holder kit**  
Genuine Honda Odyssey wood-grain trim kit. Includes 7 pieces.  
> NOT for LX model

- [Shipping Information](#)

Availability:

**In Stock**[View Installation Instructions](#)

Honda's Retail \$219.00  
our Price **\$166.00**

**Add to Cart**

**Touring Model 2nd row center console**  
Genuine Honda Odyssey touring model 2nd row console.  
Replaces the complete center seat in the second row. Comes  
stock on the touring models. Fits EX models. Not for LX models.  
Slide back lid covers 12"x8.5"x7" storage compartment.

- [Shipping Information](#)

Availability:

**In Stock**

Honda's Retail \$332.75  
our Price **\$249.68**

**Add to Cart**

**PlusOne™ 2nd Row Center Seat Console**  
Genuine Honda Odyssey seat console, provides an armrest and  
additional storage for second row passengers. Two beverage  
holders and storage bin. Installs on the special PlusOne™ Seat  
(replaces cushion).  
Storage compartment measures roughly 11"x8.5"x2"  
Not for LX model or Touring models.

- [Shipping Information](#)

Availability:

**In Stock**

Honda's Retail \$279.00  
our Price **\$226.80**

**Add to Cart**

**Cargo Tray**  
Genuine Honda Odyssey cargo tray. Only available in black  
from Honda.

- [Shipping Information](#)

Availability:

**In Stock**

Honda's Retail \$109.00  
our Price **\$82.80**

**Add to Cart**



**Cargo Mat**

Genuine Honda Odyssey cargo mat. Heavy-Gauge durable rubber protects interior in third seat down position and is easy to clean, textured design helps prevent cargo from sliding, molded Odyssey logo. Only available in black from Honda.

- [Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$98.00  
our Price **\$72.00**

**Add to Cart**



**Cargo Net**

Genuine Honda Odyssey cargo net. works with 3rd row seat in the up or down position.  
For LX Model only.

- [Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$59.00  
our Price **\$43.20**

**Add to Cart**

[View Installation Instructions](#)

[Click Here To E-Mail Us](#)

Or check our: **Frequently Asked Questions**



**Third-row sunshade**

Genuine Honda Odyssey third row sunshade. Set of 2 shades, drivers and passengers side, retractable when not needed.

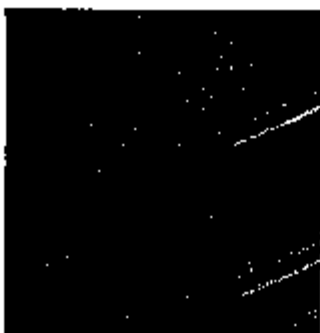
- [Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$209.00  
our Price **\$160.80**

**Add to Cart**

[View Installation Instructions](#)



**Cargo Boards**

Genuine Honda Odyssey cargo boards. Provides "hidden" storage for valuables below the floor board. Offers 4 possible configurations in combination with the third-row seat. Converts to a free-standing table when combined with the table leg kit (sold separately below).

- [Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$288.00  
our Price **\$238.80**

**Add to Cart**

[View Installation Instructions](#)



**Table Legs**

Genuine Honda Odyssey table leg kit, converts the cargo board into a handy table. Collapsible for convenient storage. Shown with required cargo board, sold separately above.

- [Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$66.00  
our Price **\$46.80**

**Add to Cart**

[View Installation Instructions](#)

**"H" Hat**

Cotton with velcro adjustment strap. Black with blue trim.

**\$9.95**

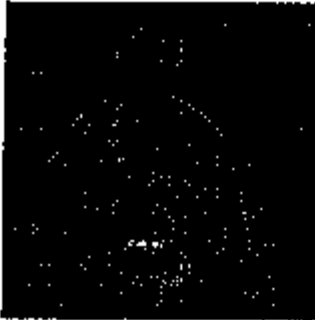


[View Shipping Information](#)

Availability: **In Stock**

**Add to Cart**

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**"H" Hat:**

powered by Honda' on side of hat. Cotton with adjustable velcro strap closure

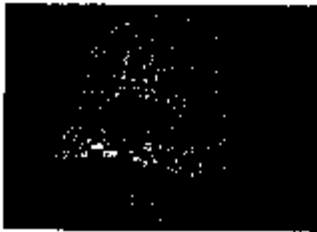
[View Shipping Information](#)

Availability: **In Stock**

**\$10.92**

**Add to Cart**

[Click Here for more Honda Merchandise](#)



**Honda Hat- Yellow**

Cotton with adjustable velcro strap closure

[View Shipping Information](#)

Availability: **In Stock**

**\$14.95**

**Add to Cart**



**"H" Hat with flames**

High quality, structured, mid-profile racing cap with embroidered flames. Fabric is of soft brushed cotton. Velcro closure.

[View Shipping Information](#)

Availability: **In Stock**

**\$14.95**

**Add to Cart**



**Mouse Pad- "H" logo**

Measures Approximately 9 1/2" x 7 5/8"

[View Shipping Information](#)

Availability: **In Stock**

Retail \$7.95

our Price: **\$4.99**

**Add to Cart**



**Emergency Light**

Includes flashing red beacon light, LED flashlight, Magnetic base, Windshield Spike and Seatbelt Cutter. Requires 2 AA batteries, not included. Approximately 7.5" long 1.5" diameter

[View Shipping Information](#)

Availability: **In Stock**

Retail \$23.95

our Price: **\$14.95**

**Add to Cart**



**Expandable Clothes Bar**

Fits any vehicle with 2 grab handles or 2 coat hangers. Connects to either on either side.

- [View Shipping Information](#)

Availability: **In Stock**

Honda's Retail \$11.99

our Price: \$7.99

[Add to Cart](#)



**Odyssey Keychain**

- [View Shipping Information](#)

Availability: **In Stock**

\$6.60

[Add to Cart](#)



**Heatshield windshield shade**

Not from Honda. Made by Heatshield. Roll up insulated and reflective windshield shade to help keep the interior cooler when car is parked. Custom fit for Odyssey.

Picture shows the Accord version.

- [Shipping Information](#)

Availability: **In Stock**

Retail \$34.95

our Price \$18.95

[Add to Cart](#)

**The exact same Honda accessories sold by your local Honda dealership, shipped direct to you at discount prices**

Click to view more Odyssey Accessories:

<b>Audio &amp; Electronics</b>	<b>Exterior</b>
<b>Maintenance</b>	<b>Merchandise</b>

To View the installation instructions you will need the free Adobe Acrobat Reader



California orders will have 7.75% sales tax added.

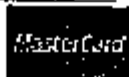
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### Honda Odyssey All Weather Floor Taups Mats 2005-06 tan

Item number: 8013512519

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[Email to a friend](#)

**Bidding has ended for this item**

If you are a winner, [Sign In](#) for your status.

[Sign In](#)

Buyer or Seller of this item? [Sign in](#) for your status.

PA 6/2 2

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#### Additional options:

- [List an item](#) like this one.

Starting bid **US \$143.75**  
(Approximately C \$165.48)

Ended: 13-Nov-05 18:52:10 EST

Start time: 08-Nov-05 18:52:10 EST

History: [0 bids](#)

Item location: Littleton Co  
United States

Ships to: Worldwide

Shipping costs: US \$16.90 – Standard Flat Rate  
Shipping Service

[Shipping, payment details and return policy](#)

#### Seller Information

[autogoodparts](#) (4699 ★)



Feedback Score: 4899

Positive Feedback:  
100%

Member since 12-Nov-03  
in United States

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[Visit this Seller's eBay Store!](#)

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#### Description

Seller assumes all responsibility for listing this item

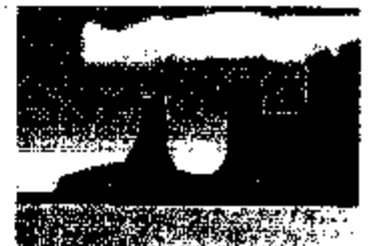
**Autogoodparts**



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[BMW 3 5 6 7 Series](#) | [BMW X3 and X5](#) |  
[MINI](#) | [Accord](#) | [Pilot](#)



This auction is for a set of brand new in the box genuine factory 2006 Honda Odyssey All Season Floor Mats in Taupe color (not the black as the picture).

This ONLY fits the 2005 2006 model.

This is a SIX piece set consisting of two front floor mats and Three floor mat that runs the width of the second seat also comes with Third Row mat.

These mats have functional ridges that trap dirt, sand, mud and water.

The tough rubber material is long wearing and easily cleaned with mild soap and water.

This OEM part # 08P13-SHJ-130A is a Genuine Honda part covered with a one year unlimited mileage warranty from any Honda Dealer in the United States.

It is a new in the box item not a used imitation so buy with confidence.

Thank you for visiting.

Click on the following link for more great values.

<http://stores.ebay.com/Autogoodparts>

## PAYMENT METHODS

- **PayPal.** Our PayPal ID is: [ebayparts@schomp.com](mailto:ebayparts@schomp.com)
- **PayPal:** PayPal supports Visa, MasterCard, Discover & American Express credit cards
- **Electronic check through PayPal.** This service allows US Based buyers to purchase online by direct electronic payment from their checking account.

- **Money Order: U.S. Money Orders Only. Please Include your Auction Number, Contact, and Shipping Information.**
- **INTERNATIONAL CUSTOMERS: PAY PAL is the ONLY form of Payment ACCEPTED.**
- **Any questions contact:**

**David Vagt**  
**9am-4pm Monday -Thursday**  
**303-798-1500 ext 390**  
**1-800-432-4545-ext 390**

- **We Accept Personal Checks from US customers only.**
- **Please allow 10 business days for all forms of checks and money orders to clear our account prior to shipping.**
- **Credit card payments can be made over the phone**
- **Payment made by 12: pm MST will be shipped with in 24-48 hours except weekends and holidays.**
- **Colorado Residents: 7.35% Sales Tax will be applied to the total.**
- **Colorado Residents can also pick their purchase up and save the freight charges AFTER PAYMENT IS MADE with Pay Pal or with Credit Card over the phone.**

## **SHIPPING METHODS**

**UPS is our preferred shipping company to the Continental US.**

**Colorado Residents can also pick their purchase up and save the freight charges**

**AFTER PAYMENT IS MADE with Pay Pal or with Credit Card over the phone.**

## **LOCAL CUSTOMERS**

**Pick Up is ONLY available AFTER PAYMENT IS MADE through Pay Pal or calling with Credit Card Payment there are no exceptions unless previously arranged with David Vagt or Jay Andre.**

- **Any questions contact:**

**David Vagt**  
**9am-4pm Monday -Thursday**  
**303-798-1500 ext 390**  
**1-800-432-4545-ext 390**

## INTERNATIONAL CUSTOMERS

**PAY PAL is the ONLY form of Payment ACCEPTED.**

**Canadian customer's shipments are made via UPS.**

**Alaska, Hawaii, Puerto Rico, International and APO-FPO boxes pay actual freight charges for USPS Global & Priority Mail + \$10.00 handling charge. Please Email with postal code to get exact shipping charges outside of the US.**

AutoGoodParts Solely reserves the right to choose the Carrier.

Thanks for looking!



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looking!

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### Shipping, payment details and return policy

<b>Shipping Cost</b>	<b>Services Available</b>	<b>Available to</b>
US \$16.90	Standard Flat Rate Shipping Service	United States only

Will ship to Worldwide.

#### Shipping Insurance

Included in shipping and handling cost

#### Sales tax

Seller charges sales tax for items shipped to: CO (7.350%).

#### Seller's payment instructions

Shipping charges shown are for Ground Service via UPS to the lower 48 states only. Alaska, Hawaii, Puerto Rico, International and APO-FPO boxes pay actual freight charges for USPS Global & Priority Mail + \$10.00 handling charge. Please Email with postal code to get exact shipping charges outside of the US. Pay Pal is the ONLY accepted payment for international sales, all duties and fees are the responsibility of the buyer. Payment by check will add 10 days to the shipment date.

#### Payment methods accepted

This seller, autogoodparts, prefers PayPal.

#### eBay recommended services

HANSEN'S [Quick and safe vehicle shipping](#)



[Vehicle Importing and Exporting Service](#)  
[Vehicle Inspection Service](#)

- Personal cheque
- Money order/Cashiers cheque
- Other - See Payment instructions for payment methods accepted
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[eBay official time](#)

[REDACTED]  
Farragut, TN [REDACTED]  
February 25, 2006

American Honda Motor Co.  
Attn: Automobile Customer Service  
1919 Torrance Blvd.  
Torrance, CA 90501

Ref: File No. N012006-02-2400772

Gentlemen:

During my discussion with on Friday February 24, 2006 with your Mr. Darrell Harville (Phone 800-999-1009, extension 118262), he opened the above referenced case file concerning a runaway/breakdown incident on my new 2006 Honda Odyssey EXL (VIN No. 5FNRL3[REDACTED]). I understand that Mr. Harville opens the case file and passes it onto a Case Manager who will review the case and call me back (home phone 865-966-562) within 2 or 3 business days. Mr. Harwell stated that I could add my comments to the file by sending them to the address above and referencing the file number he gave me and which is printed above.

Please add the following two attached letters and one "Insurance Estimate Sheet" to my file for consideration:

- 1) Letter dated 2/22/2006 from [REDACTED] to  
- Mr. Ron Fox, Service Manager and to  
Mr. Randy Jones, Shop Foreman,  
West Side Honda
- 2) Letter dated 2/25/2006 from [REDACTED] to  
Mr. Ron Fox, Service Manager and to  
Mr. Randy Jones, Shop Foreman,  
West Side Honda
- 3) West Side Honda Insurance Estimate Sheet  
dated 2/15/2006 on Honda Odyssey  
VIN 5FNRL3[REDACTED]

I will expedite this letter so you can consider the information on a timely basis. I look forward to hearing from your Case Manager

Yours Truly, [REDACTED]

Attachments:

- 1) Letter, 2/22/2006, [REDACTED] to Fox & to Jones
- 2) Letter, 2/25/2006, [REDACTED] to Fox & to Jones
- 3) Insurance Estimate Sheet

[REDACTED]  
Farragut, TN [REDACTED]  
February 28, 2006

American Honda Motor Co.  
Attn: Automobile Customer Service  
MS Carolins Odullo, Case Manager  
1919 Torrance Blvd.  
Torrance, CA 90501

Ref: File No. N012006-02-2400772

Dear MS Odullo:

Thank you for your call of Monday February 27, 2006 introducing yourself. I understand that you are reachable at the above address (Phone 800-999-1009, extension 118197) and will be handling the runaway/breakdown incident on our new 2006 Honda Odyssey EXL (VIN No. 5FNRL3[REDACTED]). As I recall our discussion, you want to speak with my wife, [REDACTED] who was driving the car at the time of the runaway. I understand that you intend to speak to Mr. Ron Fox, Service Manager at West Side Honda and hope to be back with when you have spoke with him or within 5 business days of our first conversation.

Please add the following letter to my file for consideration:

- 1) Letter dated 2/28/2006 from [REDACTED] to  
Mr. Ron Fox, Service Manager and to  
Mr. Randy Jones, Shop Foreman,  
West Side Honda

I will expedite this letter so you can consider the information on a timely basis. I look forward to hearing from you soon on this most serious situation.

Yours Truly, [REDACTED]

Attachments:

- 1) Letter, 2/28/2006, [REDACTED] to Fox & to Jones

[REDACTED]  
Farragut, TN [REDACTED]

March 4, 2006

Phone: [REDACTED]

American Honda Motor Co.  
Attn: Automobile Customer Service  
MS Caroline Odulio, Case Manager  
1919 Torrance Blvd.  
Torrance, CA 90501  
Phone: 800-999-1009, Ext 118197

Ref: File No. N012006-02-2400772

Dear MS Odulio:

I am calling in regard to our inability to establish phone contact. I returned home late Tuesday. My husband advised me that, when you called to introduce yourself as our Case Manager on February 27, you told him that you needed to speak with me before you could proceed.

I collected your message received Thursday, March 2, 1PM ET, asking the status of the mishap. Since that time I have called and left numerous messages on your voice mail asking that you call me. I left 2 messages on March 2. I left 2 more messages on March 3 at 11AM and 1:30PM ET. I have been at home sick with a cold Wed through Friday, so you should have been able to reach me.

In answer to your question concerning the status of the incident, First, as you know, we have received no communication with American Honda other than your introductory call to my husband on February 27<sup>th</sup> and your message on our answering machine. Second, we have received no communication from West Side Honda in over a week. Thus the situation remains unchanged.

Please try to call me next Monday through Wednesday. I should be at home most of that time.

Sincerely,  
[REDACTED]

[REDACTED]  
Farragut, TN [REDACTED]  
March 3, 2006

Mr. Daryl Setzer  
Honda Morristown  
4180 West A. J. Highway  
Morristown, TN 37814

Dear Daryl,

It was good to speak with you again on Thursday February 23. Based on our discussion, I understand that you and Honda Morristown are not allowed to get involved in the runaway problem with our 2006 Honda Odyssey purchased at Honda Morristown in October 2005. I understand that your agreement with American Honda is such that, once a vehicle has been taken to any Honda dealer and that dealer has called in American Honda to help evaluate a problem with the vehicle; then no other dealer (such as Honda Morristown) is permitted to either examine the vehicle for that same problem or repair that problem.

Thus, per my understanding of your remarks, American Honda has taken charge of managing this problem along with West Side Honda. Apparently, they took charge of it by Friday, February 10, 2006 (the next day after the incident). I say this because, Randy, the Shop Foreman at Westside Honda, advised me on February 10 that he and the American Honda representatives had analyzed the problem and found that it was not covered by warranty.

When I first spoke with you concerning this matter on approximately February 17, I was doing so as a matter of courtesy, because we originally purchased the vehicle at Honda Morristown. I called you again on February 22 because I had heard nothing back from you. I had understood you would call back after exploring the issue.

You can be happy that you are not involved because the situation has become drawn out and, in my opinion, is not reflect well on Honda. The Odyssey is still out of service.

Sincerely Yours, [REDACTED]

[REDACTED]  
Faragut, TN [REDACTED]  
March 20, 2006

Mr. Ron Fox, Service Manager and  
Mr. Randy Jones, Shop Foreman  
West Side Honda  
10117 Parkside Drive  
Knoxville, TN 37922

Dear Ron and Randy,

I hereby authorize West side Honda to completely repair my 2006 Honda Odyssey EXL (VIN 5FNRL3[REDACTED]) that you have in your repair shop. Please put the vehicle and first class working condition. I understand from our previous communications that you estimates that the total cost of the repair and taxes will be less than \$5,500 and that it will take less than two weeks to complete the repair.

Sincerely,  
[REDACTED]

[REDACTED]  
Farragut, TN [REDACTED]  
March 22, 2006

Mr. Randy Jones, Shop Foreman  
West Side Honda  
10117 Parkside Drive  
Knoxville, TN 37922

Dear Randy,

Thanks for your call regarding my letter of March 20, 2006. Yes, there was a typographical error. I should have said, "...the cost of the repair and taxes will be less than \$6,000." I understand from our discussion that you have ordered all the parts and, if all arrives on a timely schedule, you may finish the project by Friday March 31.

I asked for the phone No. of Mike Murphy, American Honda District Service Manager for good reason. I regret that policy prevents you from providing me with this contact information. I understand from you that, per policy, I must go through the American Honda Customer Service to get this contact information. This is quite an obstacle because our Case Manager, Caroline Odulio, hides behind her voice mail and will not return calls. Thus the avenue of communication with American Honda was cut off within a few days after we opened our case file with them.

Sincerely,

[REDACTED]

Cc: Ron Fox, West Side Honda

██████████  
Farragut, TN ██████████  
March 27, 2006  
Phone: ██████████

American Honda Motor Co.  
Attn: Automobile Customer Service  
MS Caroline Odulio, Case Manager  
1919 Torrance Blvd.  
Torrance, CA 90501  
Phone: 800-999-1009, Ext 118197

Ref: File No. N012006-02-2400772

Mr. Ron Fox, Service Manager and  
Mr. Randy Jones, Shop Foreman  
West Side Honda  
10117 Parkside Drive  
Knoxville, TN 37922

Mr. Daryl Setzer  
Honda Morristown  
4190 West A. J. Highway  
Morristown, TN 37814

Dear Caroline, Ron, Randy and Daryl,

I am writing you to document the current status of our case as we see it.

#### **CURRENT STATUS OF COMPLAINT**

It is my understanding that, at this point, American Honda and/or West Side Honda have concluded that there is no underlying undiagnosed system problem (just their theory that floor mats jammed against the accelerator) that caused my wife's horrific, life threatening, 70 MPH runaway situation in our new 2006 Honda Odyssey. As a result, I understand that you currently plan to provide us with no assistance with the \$5,740.49 repair costs because you contend that the incident was not caused by any failure of the Odyssey. Further, I understand that American Honda declines to buy back the 2006 Odyssey. This information comes from three sources.

First, on March 9, 2006, after leaving yet another unreturned voice mail, my wife was able to get a co-worker to persuade Caroline to pick up the phone and speak with us. Caroline stated that she had spoken with Mr. Ron Fox at West Side Honda and, as a result of this, American Honda would not provide us any help with the cost of the

mechanical repairs on our broken 2006 Odyssey EXL.

Second, on Friday March 17, 2006, Mr. Randy Jones of West Side Honda called me to say that Mr. Mike Murphy, District Service Manager for American Honda had stopped by West Side Honda and discussed our case. According to Randy, Mike had the following comments:

- 1) Our auto insurance carrier should reimburse us for the mechanical damage.
- 2) The damage was no different than breaking the car by hitting a pothole. Thus it was not covered by warranty.
- 3) Honda's attorneys had looked into the matter and if we didn't like their decision, we could sue American Honda.

Third, on Monday March 27, 2006, Caroline called me to say that she had received my "demand letter" and that American Honda's position had not changed.

Based on these three inputs, it is clear to me that someone has made a decision 1) to denying warranty coverage 2) to not buy back the van and 3) to shirk all responsibility for the incident. My guess is that it is American Honda. I am disappointed, but not surprised because American Honda demonstrated a policy of "not giving an inch" starting February 10, the day after the incident.

#### **BUYING THE VEHICLE BACK FROM ME**

If American Honda agrees to buy the vehicle back from me, it will be a win-win decision for me, American Honda, and for Tennesseans who may be future owners of the vehicle for the following reasons:

- 1) American Honda can totally eliminate any risk of killing or injuring citizens of Tennessee by taking this vehicle out of service.
- 2) American Honda can still get value out of the vehicle by using it in their testing programs.
- 3) American Honda can help my family by taking this vehicle back. My whole family is scared to ride in it and wants to get rid of it.

#### **A QUESTION OF PROBABILITY AND AMERICAN HONDA'S ATTITUDE**

If American Honda declines either to pay for the repairs or to buyback the Odyssey it is either saying:

- 1) The probability of the problem reoccurring and harming my family or other Tennesseans is zero.

**OR**

- 2) The probability of a reoccurrence may be considerable, but American Honda does not really care because their attorneys are so good and so numerous that they can minimize the monetary costs of bodily injury claims or wrongful death claims. Further, for cases where there is no injury, they can simply outlast such small claims.

I can certainly see why American Honda would like to deny all responsibility for our 2006 Odyssey causing a life-threatening 70 MPH runaway situation. Such an incident would be in conflict with their carefully crafted image of being a very safe family minivan. It could injure their marketing campaign.

My research indicates that American Honda has a reputation for not admitting their mistakes. For example, American Honda declined NHTSA's request to recall 1990-91 Civics. When runaway 1984-87 Accords caused over 250 accidents, 125 injuries and 7 deaths little was done to fix the problem and NHTSA dropped its investigation. The 1986-88 Legends had one of the highest sudden acceleration rates in history, but there was no recall. American Honda has been fined for being slow to recall defective seat belts.

My perspective is that observations, analysis and experiments indicate that the van is defective. I supported this conclusion in three earlier letters. If there is a serious defect, then American Honda's current position on my case is quite consistent with American Honda's past behavior. Perhaps American Honda's long-standing attitude is itself a hazard to public safety.

Tennesseans do not like being bulldozed by outsiders, whether from California or from Japan. They place a high value on the safety of their spouses, parents, children, babies, and grandchildren. They really do not appreciate outsiders who risk the safety of those dear to them.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender.

NHTSA ODI ID No 10129006

-certified mail  
OUR receipt 04-12-05

*WJF*

April 1, 2005

2005 APR 14 11 36

Tupper Lake, New York

National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, S.W.  
Washington, DC 20590

10119006

Dear Sir:

The electronics on my vehicle have proven to be unreliable, and this vehicle poses a threat to the public and anyone who may be driving it when there is an electrical failure. Delta Honda, Plattsburgh, New York and American Honda Motor Co. Inc. have failed to acknowledge a throttle problem with the vehicle. I speculate the electrical problems may be cold weather related, and that the 2005 Honda Odyssey may not have received appropriate cold weather testing before release. The enclosed communications should clarify my concerns:

- 1) March 23, 2005 communication to Darren Cape & Honda Motor Company
- 2) April 1, 2005 communication to David Kitchen
- 3) March 26, 2005 statement from Sergeant Fee
- 4) March 28, 2005 statement from Mr. Counter

I respectfully request you examine the electronics used on the 2005 Honda Odyssey at the time of production, to thwart any potential fire accident or injury. I feel unsafe behind the wheel of this vehicle, and reluctant to allow anyone else to drive it. Your attention to this matter is appreciated.

Sincerely yours

cc: Attorney General  
Better Business Bureau  
Mr. David Kitchen, Honda Motor Co, Inc.  
file

*Antonari  
4/20/05*

March 23, 2005

Tupper Lake, New York

Darren Capo, General Manager  
Della Honda  
702 Route 3  
Plattsburgh, New York 12901

Dear Sir:

I am sending you this communication to affirm our conversation and restate some of the concerns expressed to you on March 19, 2005. On December 4, 2004, I took possession of my 10<sup>th</sup> new Honda, purchased from your dealership in Plattsburgh, New York, approximately 75 miles from my home. I have owned two Honda Odysseys in the past, 1999 and 2001. The 2005 Honda Odyssey EX I purchased has proven to be the most problematic vehicle I have ever owned, Honda or otherwise. The following is a condensed accounting of my concerns:

1/6/05 - Air bag warning light came on and stayed on in dash display (approx. 1586 miles) - vehicle driven to Plattsburgh for repair.

1/22/05 - Vehicle started and would not respond to accelerator - would only run at idle (approx. 2400 miles) - towed to Plattsburgh for repair - returned to me at work (Ray Brook) on 1/26/05.

1/26/05 - Drove vehicle home from work and stopped at Credit Union - vehicle would not start on first attempt - called dealer from credit union - vehicle started on second attempt - engine racing - turned off engine immediately - vehicle locked in park - called dealer - 1/27/05 vehicle towed to Plattsburgh for repair and kept until 2/7/05 so they could drive and ensure problem was resolved.

2/19/05 - Sliding door light came on in dash display - discovered the drivers side sliding door would not respond to key fob or controls on dash - 2/21/05 called dealer to advise of problem.

2/24/05 - Drivers door would not unlock with key fob - worked later in day when tried - dealership notified of problem.

2/25/05 - Drivers door would not unlock with key fob - worked later in the day when tried.

2/28/05 - Drivers door would not lock with key fob - would not lock/unlock with button on door - dealership notified of problem.

3/4/05 - Drivers door would not lock with key fob - would not lock/unlock with button on door.

3/18/05 - While driving down the highway the throttle fully engaged without my input and I began racing down the highway at ever increasing speeds - the cruise control was not engaged at the time - I had to put the vehicle in neutral and bring it to the side of the road - turned the engine off immediately as it continued to race - started engine one time to see if problem still existed - the engine raced and the transmission locked in park - engine turned off immediately - used cell phone to call for help - dealer notified - 3/18/05 vehicle towed to Plattsburgh for repair.

3/19/05 - Met with Jean Bates, sales representative -- asked her if there were any recalls or internal memos indicating a problem with the 2005 Honda Odyssey -- her response was vague/uncertain but led me to believe there weren't any -- (It is noted that on 3/18/05 I stopped and spoke with a gentleman at the Autostar in Burlington Vermont who identified himself as the sales manager for Honda - I asked if there were any recalls or internal memos regarding problems with the 2005 Honda Odyssey -- his response was also vague/uncertain but led me to believe there weren't any -- when I advised him of my problems with the Odyssey he asked if I had purchased the vehicle there -- when I advised I had not he could not get away from me fast enough -- although he did advised they have replaced problematic vehicles before, and if the dealer was not helpful I should contact Honda direct, as he walked away) - expressed concerns about the continued problems with the throttle and the dangers associated with the 3/18/05 incident -- had Donna been driving she would have perished and would not have know what to do and an accident would have been likely - also expressed concerns if this had happened in the community or near a cross walk -- I advised the vehicle had demonstrated it was unsafe and I requested it be replaced -- I questioned whether the Nation Highway Traffic Safety Administration was aware of this problem - I asked for the name, address, and phone number of the district representative who serviced the dealership -- I was given the name of Keith Manning but the address and phone number were unknown to her - Mrs. Bates summoned Mr. Detron Capo, General Manager and my concerns were restated as well as my request to have the vehicle replaced - Mr. Capo suggested it be repaired and I requested it be replaced -- when asked about recalls or internal memos regarding problems with the Odyssey he was equally vague/uncertain but led me to believe there weren't any -- the problem with the vehicle had not been diagnosed at the time, but Mr. Capo indicated he would contact Mr. Manning and try to have him at the dealership on 3/21/05 to assess the problem and determine a course of action.

3/22/05 -- Called Honda Motor Company (800-999-1009) and restated my concerns, and requested that my vehicle be replaced, to Ms. Summer. Ms. Summer provided me with a case number (ND12005-03-2101562) and indicated my concerns would be looked into.

Mr. Capo, I again request your assistance in having my vehicle replaced. I have been a loyal customer to Honda Motor Company throughout the years, and as indicated to you, I have no interest in "making money" on this matter. My 2005 Honda Odyssey has clearly demonstrated it has electrical/computer problems and is unsafe to drive. I purchased my Honda in good faith and I hope Honda Motor Company will respond in kind. Your attention to this matter is appreciated.

Sincerely yours,

cc: Honda Motor Company  
file

April 1, 2005

Tupper Lake, New York :

Mr. David Kitchen  
Case Manager  
America Honda Motor Co. Inc.  
Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Boulevard  
Torrance California 90501-2746

Re: FNO12005-03-2101962

Dear Sir:

As previously reported, on March 18, 2005, my 2005 Odyssey was towed to Della Honda in Plattsburgh, New York, after the throttle fully engaged without my input and began racing down the road at ever increasing speeds. On March 25, 2005, I received a phone call from Della Honda (Marty) indicating my car was ready. He said they found nothing wrong with the throttle, however, the floor mat that was upside down in the front must have gotten stuck on top of the accelerator and would not allow the peddle to come up. I refuted that assertion. He indicated the tow truck driver indicated he had driven the vehicle off the flatbed without a problem. (It is noted that I made a subsequent call to the tow truck driver and he indicated the transmission was locked in park and he had to use the manual shift lock mechanism to free the transmission prior to loading the vehicle. He did not attempt to start it. I subsequently received a signed statement in this regard and it further indicates that when he picked up the vehicle, and removed it from the flatbed, he did not find the floor mat on top of the accelerator or in any other way depressing on the accelerator). He said they had fixed the electrical problem on the sliding door on the driver side. I asked if they had fixed the power locks. He indicated he was not aware of a problem with the locks. He was advised that at least two calls were made to Della on the problem with the power locks. I subsequently left work two hours early and drove to Plattsburgh to pick up my car. I wanted to ensure the service department was still open upon my arrival. The following is a summary of my visit to Della Honda:

I met with Mr. Cape, General Manager, and advised that I have been driving for almost 40 years and am very much aware of my environment. The mat did not jump up and get under my foot while I was driving down the road at a constant speed. The assertion that the mat was the problem is bogus. I asked under what circumstances does the transmission lock in park and he was unable to provide an answer. I asked for copies of all services records created by the service department, and he indicated that whatever records I have been given should be all that has been produced in that department. I advised that his service department had been notified on two occasions about the problems

with my power locks - 2/24/05 (Jason) - 2/25/05 (Marty). I advised the rental cars provided were in poor condition - the Chrysler product recently provided had over 41,000 miles with french fries between the seats and a broken driver side windshield wiper. The prior rental car provided was a Rent a Wreck. We spoke on replacement of my vehicle and I was subsequently advised that I would have to pay just under \$3,000, tax included (which would also require I refinance at a higher rate), for replacement. Mr. Capo did say he would speak to Mr. Manning on Monday and inquire if Honda Motor Company would provide any additional monetary assistance. Mr. Capo was also advised if there were any injuries associated with this unsafe vehicle there would be litigation.

I subsequently met with Marty from the service department and asked that he demonstrate how the mat caused the accelerator to be depressed at full throttle. He put the mat in question back in place and was not able to depress the accelerator with it. He indicated he could not demonstrate because the mat was not wet and frozen??

While driving home at approximately 6:40 P.M., I looked at the dash display and discovered the clock was not working. I subsequently turned on the radio to discover that it was also not working. On March 26, 2005, I called Della Honda and advised Jean Bates of the problem. She provided a code to rectify the problem.

The climate established at Della Honda has made it clear that outside verification of future problems with my vehicle would likely be necessary. Accordingly, please find enclosed a signed statement from a law enforcement officer verifying the problems with the clock and radio.

On March 28, 2005, Jean Bates, sales representative, from Della called and left a message to call he back. I returned the call and was advised that no further money was available from American Honda Motor Co. Inc. regarding the replacement of my vehicle.

On March 28, 2005, I called American Honda Motor Company and was put in touch with Mr. David Kitchen, case manager, and was quickly informed he did not have time to talk to me and asked that we communicate in the morning. I expressed my concern that this demand would require I call from work and would likely make it difficult to speak for any length of time to address my concerns. No other options were provided.

On March 30, 2005, I received a phone call from Mr. Kitchen regarding my concerns. The phone call was not brief, however, the result were not favorable to my concern. He indicated an electrical/throttle problem could not be confirmed and no action would be taken. I raised a concern that the problem may be cold weather related, and that the 2005 Honda Odyssey may not have receive appropriate cold weather testing. It was also indicated that I intended to communicate my concerns to the Attorney General, the National Highway Safety Administration, and the Better Business Bureau. It is also noted that Mr. Kitchen was unable to provide the DCA number for Della Honda.

Mr. Kitchen, in closing, please accept this communication as notice that my Odyssey is an unsafe vehicle and I assume no liability for any accident or injury associated with any

malfunction. I requesting that you provide me with a **WRITTEN COMMUNICATION INDICATING THAT AMERICAN HONDA MOTOR CO. INC. HAS DETERMINED THAT MY ODYSSEY IS SAFE TO OPERATE ON THE HIGHWAY.** Your attention to his matter is appreciated.

Sincerely yours,

cc: Attorney General  
National Highway Traffic Administration  
Better Business Bureau  
file

April 1, 2005

Tupper Lake, New York

Council of Better Business Bureaus  
4200 Wilson Blvd., Suite 800  
Arlington, VA 22203-1804

Dear Sir:

Enclosed are the following communications that starkly adequately describe my concerns with my new 2005 Honda Odyssey:

- 1) March 23, 2005 communication to Darren Cope & Honda Motor Company
- 2) April 1, 2005 communication to David Kitchen
- 3) April 1, 2005 communication to National Highway Traffic Safety Administration
- 4) March 26, 2005 statement from Sergeant Pcs
- 5) March 28, statement from Mr. Counter

Any assistance you are able to provide regarding this safety concern would be greatly appreciated.

Sincerely yours,

cc: Attorney General  
National Highway Traffic Safety Administration  
Mr. David Kitchen, Honda Motor Co. Inc.  
file

April 1, 2005

Tupper Lake, New York

Attorney General  
70 Clinton Street  
Plattsburgh, New York 12901

Dear Sir:

I am writing pursuant to the "Lemon Law" and request that you review the enclosed information regarding a safety concern with my 2005 Honda Odyssey EX. I have experienced three (3) different electrical problems associated with the throttle on my Odyssey, in addition to other electrical problems with the power sliding door (driver side), power locks, and airbag sensor. In spite of my efforts, Dofa Honda and American Honda Motor Co. Inc. have refused to acknowledge the safety concerns associated with malfunctions of the throttle on my Odyssey, particularly as it relates to the events described on March 18, 2005. The events of March 18, 2005 are described in my March 23, 2005 communication to Dofa Honda and American Honda Motor Co. Inc.

I have a concern that the throttle problems are cold weather related, and that the 2005 Honda Odyssey may not have received appropriate cold weather testing. The following documents are enclosed for your review:

- 1) March 23, 2005 communication to Mr. Darren Capri, General Manager, Dofa Honda
- 2) April 1, 2005 communication to David Kitchen, Case Manager, American Honda Motor Co. Inc.
- 3) April 1, 2005 communication to National Highway Traffic Safety Administration
- 4) April 1, 2005 communication to Council of Better Business Bureaus
- 5) March 26, 2005 statement from Sergeant Fee
- 6) March 28, 2005 statement from M. Counter

I assume no responsibility for any injury or death that may result from a malfunction on my 2005 Honda Odyssey. I have made every effort to notify all appropriate authorities regarding this safety issue. Your attention to this matter is appreciated.

Sincerely yours

cc: Nation Highway Safety Administration  
Council of Better Business Bureaus  
Mr. David Kitchen, Case Manager, American Honda Motor Co. Inc.  
file

March 28, 2005

Subject: [REDACTED] - 2005 Honda Odyssey EX, Vin #5FNRL38435

On March 18, 2005, I towed the vehicle referenced above to Della Honda in Plattsburgh, New York. The transmission was locked in park when I arrived to place the vehicle on my flatbed, and the manual shift lock release mechanism had to be used to place the vehicle in neutral for loading. I made no attempt to start the engine at that time.


When I picked up the vehicle, and when I removed it from my flatbed, I did not find the floor mat on top of the accelerator or in any other way depressing the accelerator.

Tupper Lake, New York

March 25, 2005

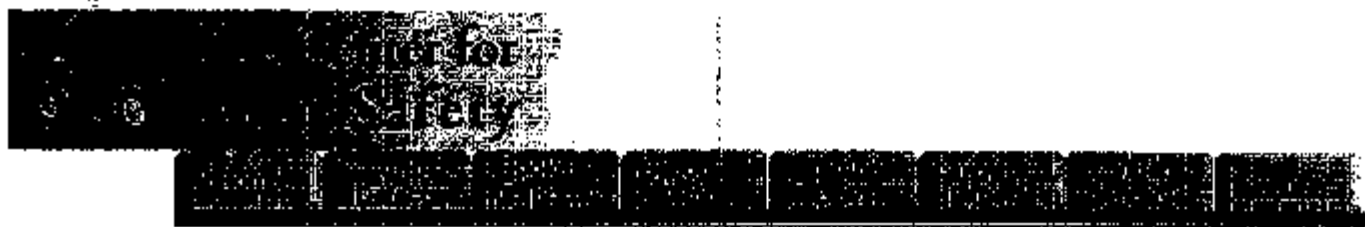
Subject: [REDACTED] - 2005 Honda Odyssey EX, Vin #5FNRL38435

On March 26, 2005, I observed that the radio and clock were not working on the 2005 Honda Odyssey EX owned by

  
Sergeant Fee  
Tupper Lake Police Department







January 2001

Dear Honda Owner:

What You Can DoCrashworthiness

Thank you for contacting the Center for Auto Safety (CAS) about your Honda. Although Honda has high customer satisfaction ratings, they still have problems including **sudden acceleration, defective seat belts, excess tire wear, brakes, and air conditioner mold**. When Honda makes mistakes, it hates to admit them as seen by Federal fines for failing to recall seat belts sooner and violating emission rules.

When its cars have defects, Honda often uses secret warranties under which only consumers who complain loudly get reimbursement. Look for the code phrase "Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager" in Honda Technical Service Bulletins to indicate the possible existence of a secret warranty. When Honda used this phrase on excess tire wear on 1989-91 Civics, owners got free alignments and reimbursement for excess tire wear up to 36,000 miles.

A most serious Honda problem is **sudden acceleration** for which the National Highway Traffic Safety Administration (NHTSA) conducted 5 investigations but ordered no recalls. Although 1985-88 Legends had one of the highest sudden acceleration rates in history, NHTSA closed its investigation in 1991 without a recall. In early 1992, NHTSA asked Honda to recall 1990-91 Civics but Honda refused. In 1987, despite over 250 accidents, 125 injuries and 7 deaths, NHTSA dropped its investigation of runaway 1984-87 Accords.

In 1995 Honda recalled 3.7 million 1986-91 vehicles for faulty seat belt buckles. All 1985-87 Hondas were investigated but not recalled for fuel tank over-pressurization. But 1.8 million 1982-87 Accords and 1983-87 Preludes were recalled in 1992 for filler neck rust and leaks. Honda has one of the safest airbag systems with top mounted, vertically deploying passenger bags but has had four airbag recalls including 164,139 1995 Accords for inadvertent airbag deployment. The Odyssey minivan launched by Honda in 1999 has not been up to Honda's usual quality standards with eight safety recalls to date. The van has particular problems with sliding doors that will not stay latched. Honda has issued many dozens of Technical Service Bulletins (TSBs) to dealers on how to fix problems in all of its vehicles. CAS has listed some of the major TSBs in the enclosed Fact Sheet which tells you how to find other TSBs on your vehicle.

You'll find more information on these and other Honda problems below and what you can do about them plus a complaint box. Your information will help us build a strong case against Honda on the defects we know about and help us spot new ones.

We need you to support the Center for Auto Safety in our fight for consumer rights and against poorly designed and unsafe cars. Your contribution is tax-deductible and entitles you to our quarterly

newsletter, Lemon Times. Please submit the membership form along with your contribution and complaint. If you contribute \$35 or more, we will send you the current edition of The Ultimate Car Book, by Jack Gillis.

Sincerely,

Clarence M. Ditlow  
Executive Director

#### HONDA FACT SHEET

Accord, Civic, CR-V, Odyssey, Passport, Prelude, S2000  
(Technical Service Bulletins are listed in parentheses below.)

**Brakes:** Front brake pads, 1988-90 Prelude (89-38); Rear brake pads, 1988-91 Prelude (91-27); Leaking solenoid in ABS, 1990-91 Prelude & 91 Accord SE (90-38); Vibration during braking, 1992-94 Civic (92-31); ABS pump fluid leak, 1992 Accord EX (92-25)

**Electrical/Instruments:** Battery failure, 1986-89 Accord (87-17); Repeated battery discharge, 1988-89 Prelude (89-28); Security system, 1988-89 Prelude (89-13) & 1990 Accord (90-10); Odometer sticks 1991 Accord (91-15) & Civic (91-20); P/W problems, 1988 Accord (88-34) & 1991-92 Accord EX/LX (92-17); Power door locks, 1986-88 Accord (88-4), 1990 Accord (90-34) & 1992-93 Civic (93-51); Intermittent change in headlight & dash light intensity, 1997-98 Civic (98-029).

**Engine/Driveability:** Hesitates on acceleration, 1985-89 Accord, 1998-99 Accord (89-43, 99-064); Spark plug well oil leak, 1988-91 Civic (91-16); Camshaft oil seal leaks, 1990-91 Accord (91-35); Faulty oil pressure switch, 1992 All (92-3); Ignition control module fails, 1988-91 Civic (93-28); High-pitched noise, 1988-91 Prelude (91-5); Exhaust noise, 1988-91 Civic (92-5)/1992-93 (93-31); Noisy water pump, 1992-93 Accord /Civic (93-34); Head gasket leaks, 1988-95 Civic (97-047); Engine block oil seepage, 1994-97 Accord (98-042); Surge at highway speed, 1996-98 Civic (99-068); Idle fluctuates when cold, 1996-98 Civic (99-069).

**Suspension/Steering:** Steering wheel vibrates at idle, 1988-89 Accord (88-13) & 1988-91 Prelude/1988-89 Accord (89-33); Veers to right, 1992-93 Prelude (93-16); Steering wheel oscillates, All to 1994 (94-25); P/S pump leak, 1992-95 Civic, 1994-97 Accord, 1995-96 Odyssey (98-023); Rear suspension clunks, 1997-99 Prelude (99-084).

**Transmission:** Hunting shift/ in & out of lock-up, 1985-87 Prelude/1986-89 Accord (#207); A/T no upshift, 1983-92 Accord /Prelude, 1984-93 Civic (#208); Poor Accel. in 4th, 1988 Prelude (88-27); Clutch moans, 1988-89 Civic (89-7); Shaft nut loose/ A/T damage, 1990-91 Accord (91-28); Driveshaft joint boot leaks grease, 1990-91 Accord (92-10); Shifts out of gear, 1992-94 Civic/1993 del Sol (94-10); Rough shifting, 1994 Civic (94-13); Torque converter does not lock up, 1996-97 Civic, Accord (97-025); Rear axle seal leak, 1998-99 Passport (99-016).

**Other:** Fuel pump leak, 1984-85 Civic (88-20); Seat belts retract slowly, 1990 Accord (90-3)/Civic Wagon (90-12); Torn seal on seat track, Accord c (91-4)/Civic (92-15); Seat belt lock-up when parked at angle, 1990-93 Accord (93-20); Seat belt won't retract, All to 1994 (91-30); Premature tire wear, 1989-91 Civic (90-30)/1990-93 Accord (93-11)/1992-94 Civic/1994 del Sol (93-29); Broken seat belt tongue stopper button, 1992-93 all (93-33); Filler door won't open, 1990-91 Accord (90-26)/1992 Prelude (92-32)/1992-94 Civic/1993-94 Prelude/1994 Accord (94-20).

Exhaust pipe nuts seize 1996-97 Passport (97-044); Rear wheel bearing noise, 1990-97 Accord, 1992-96 Prelude, 1995-97 Odyssey (97-018); Wheel clicks. 1998-00 Accord (99-093); A/C does not blow cold air, 1994-97 Accord, Civic, 1994-95 del Sol (97-031); A/C condenser fan motor inoperative, 1996-98 Civic (98-028); Clunk from trunk, 1997-99 Prelude (97-048); Key cannot be removed from ignition, 1996-99 Civic, 1994-97 Passport (97-009, 97-063); Poor radio reception, 1994-98 Accord (98-058)

#### **MAJOR RECALLS - post 1984 models**

Copies of recalls may be obtained from NHTSA's Technical Reference Division at 202-366-2768.

**Airbag:** 31 1994 Civic - Passenger airbag wrong inflator (93V-203); 6,476 1994 del Sol - Airbag module separates from housing on deploying (95V-203); 164,139 1995 Accord - Airbag deploys unexpectedly (96V-217); 9,558 1997-98 Civic - Airbag deploys improperly (97V-193).

**Engine (Sudden Acceleration/High Idle/Stall):** 7,893 1988 Prelude - Throttle valve malfunction (87V-122); 4,514 1988 Civic - High idle speed (87V-173); 76,973 1988 Prelude - Loss of accelerator control (89V-097); 30 1998 Passport - Floor mat jams accelerator pedal (97V-206.002); 107,908 1994-95 Passport - Voltage regulator malfunction (97V-034.002); 16,838 1998 Passport - Engine stalls or does not start (98V-170.002); 226 1997-99 EV Plus - Sudden loss of power, deceleration (98V-300); 25,064 1999 Odyssey - Throttle sticks due to icing (99V-157); 77,695 1999-00 Odyssey - Engine wiring harness shorts with loss of power, lights, W/S wipers, ABS (00V-030).

**Fire:** 66,239 1988 Prelude - P/S hose leak (88V-059); 279,821 1984-85 Civic - Fuel pump leak (88V-117); 19,688 1991 Accord - Short in cargo light (91V-195); 1,823,802 1982-87 Accord & 1983-87 Prelude - Fuel filler neck corrosion (92V-028); 112,166 1994 Passport - Camshaft oil leak (94V-132.002); 967,771 1995-97 Accord - A/C wiring harness shorts in engine compartment (98V-231).

**Seatbelts/Seats:** 25,252 1988 Prelude - Seat anchorage comes loose (89V-093); 18 1992 Accord - Left seat belt installed on right side (91V-185); 45,958 1991-93 Accord - Seat belt retractors lock improperly (93V-056); 2,000,000+ 1986-91 All - Buttons break on Takata seat belts (95V-103); 13,004 1994 Passport - Buckle partially engages (96V-170.003); 83 1998 Accord - Improperly welded retractor (97V-220); 4,930 2000 S2000 - Belts do not retract properly with top down (00V-016).

**Steering/Suspension:** 75,000+ 1996-98 Accord - Ball joints separate (99V-069); 19,540 2000 Accord - Rear suspension and/or control arms break (00V-184)

**Transmission:** 17,338 1986 Civic - Drive shaft break (86V-045); 150,000+ 1992-94 Civic, - Shift indicator shows incorrect gear (94V-063); 18 1990 Civic, 25,000+ 1998 Accord - Park pawl doesn't engage (90V-163, 98V-018).

**Other:** 300,000+ 1985-87 Civic - Front W/S wiper loosens (88V-180); 37 1994 Accord - Damaged tire valve stems (94V-155); 160,689 1996 Civic - Brake P/assist loss (96V-106); 21,098 1999 Odyssey, 7,085 1999-00 Odyssey - Sliding door latch opens in motion (99V-158, 00V-119); 4,937 1999 Odyssey - P/door lock falls to latch (99V-159); 750,000+ 2000 Civic, Accord, CR-V, Odyssey, S2000 - Owners Manual lacks tire rating

Information (99V-203) 101,159 1998-99 CR-V - Dash wiring harness short causes failure of lights, ABS, W/S wipers (99V-282); 65 2000 Odyssey - Frame missing welds (99V-339); 78,910 1999-00 Odyssey - Dimmer control for instrument panel lights fails (00V-183)

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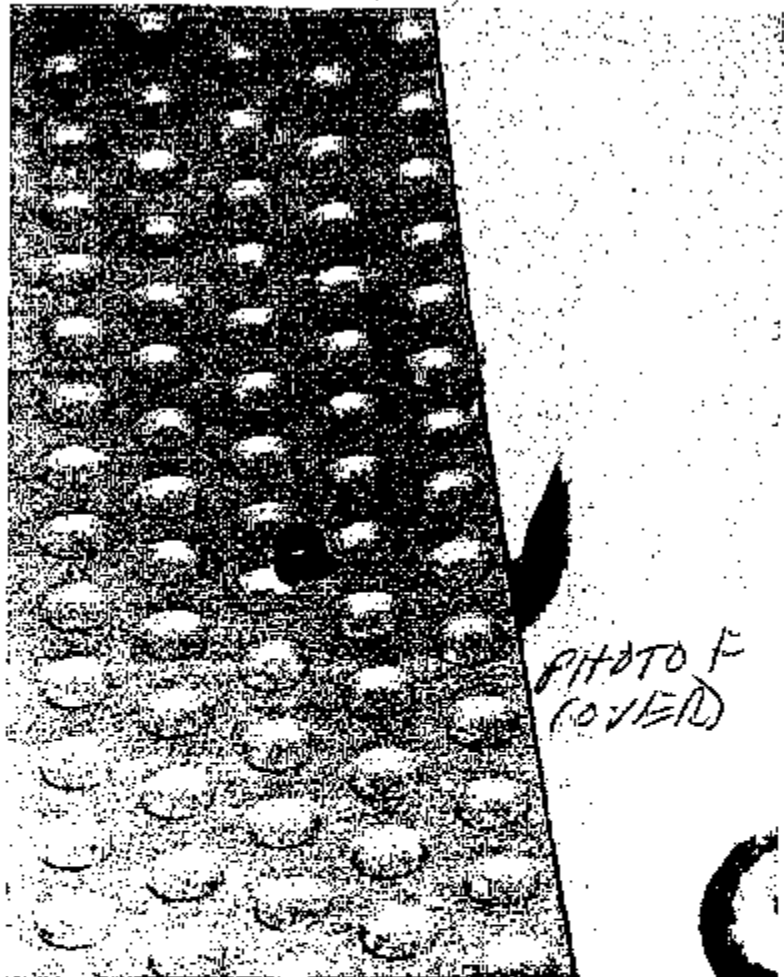
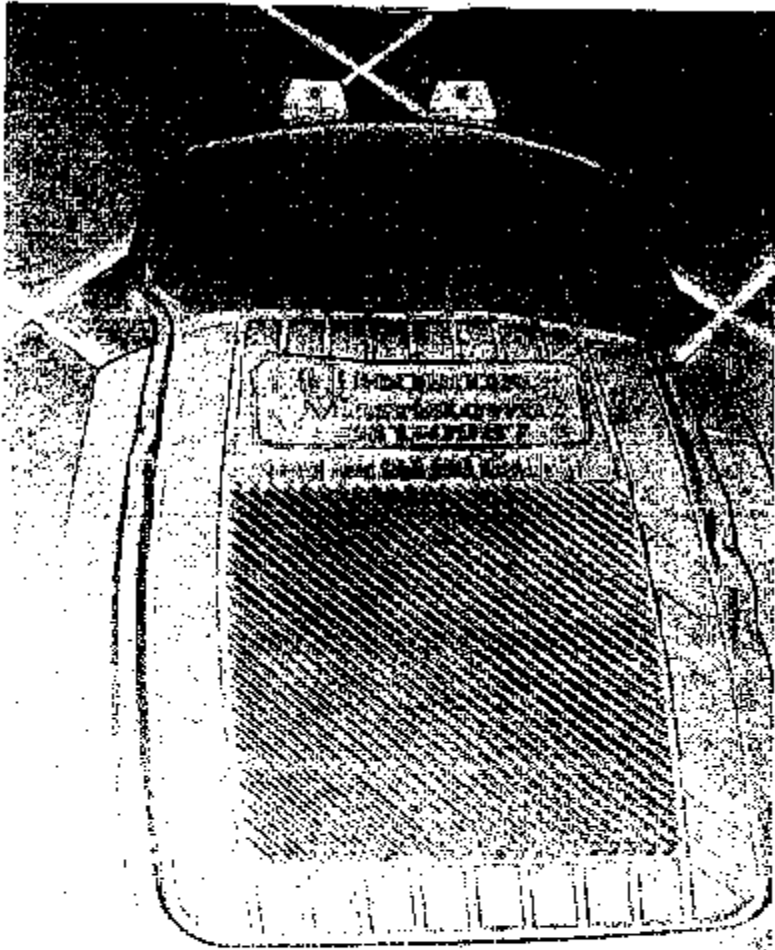


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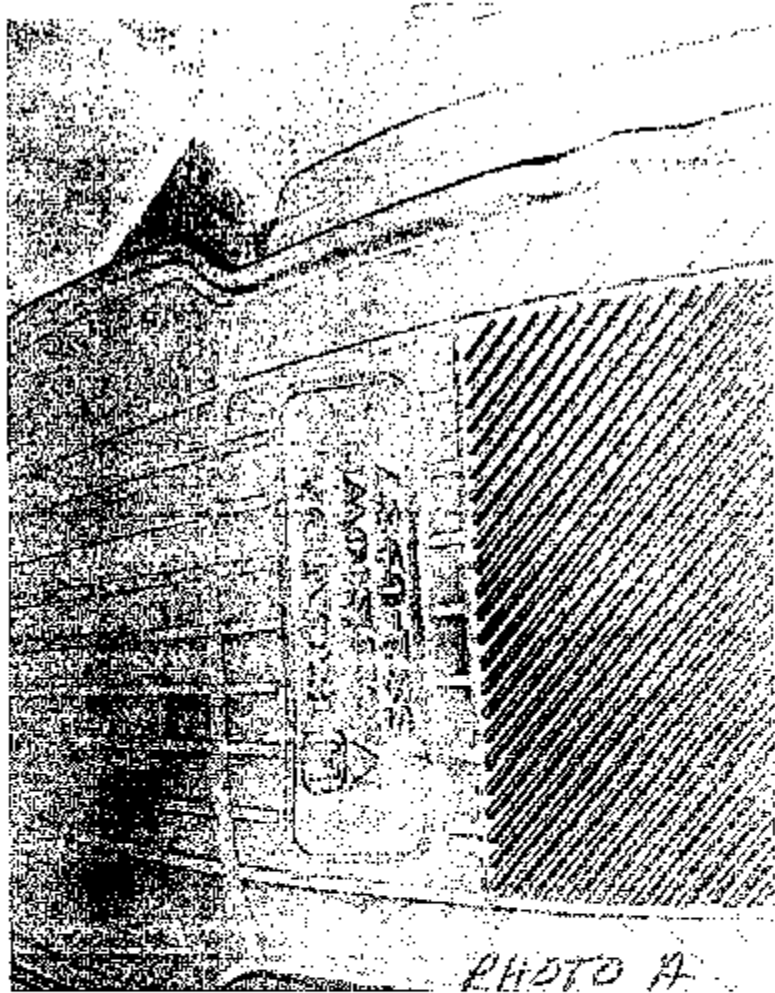
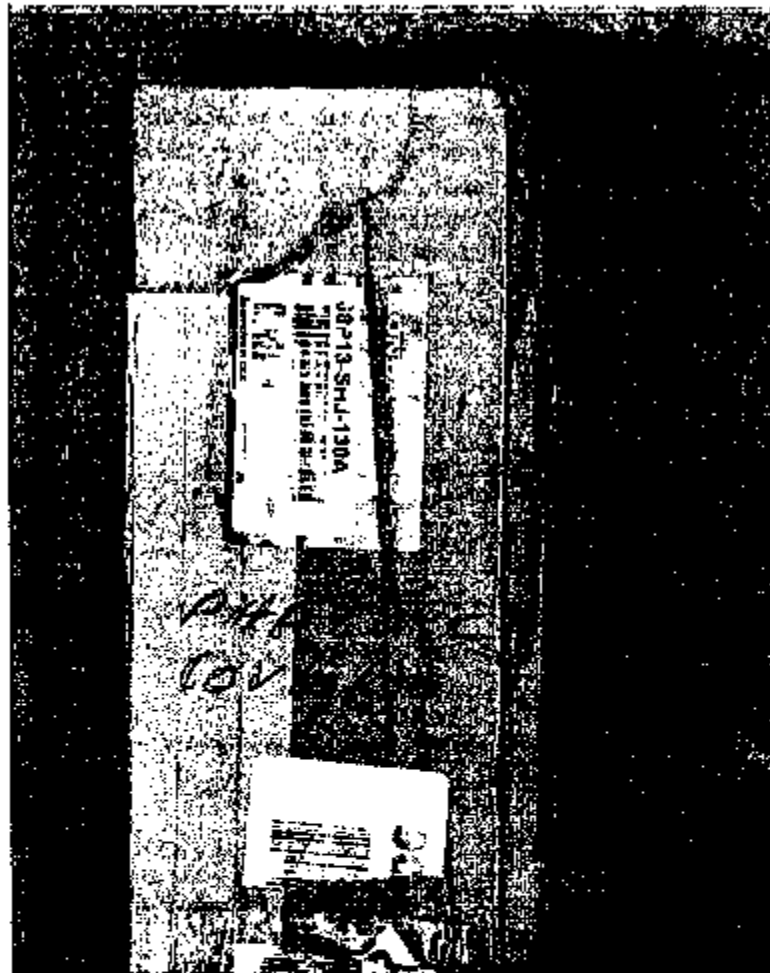
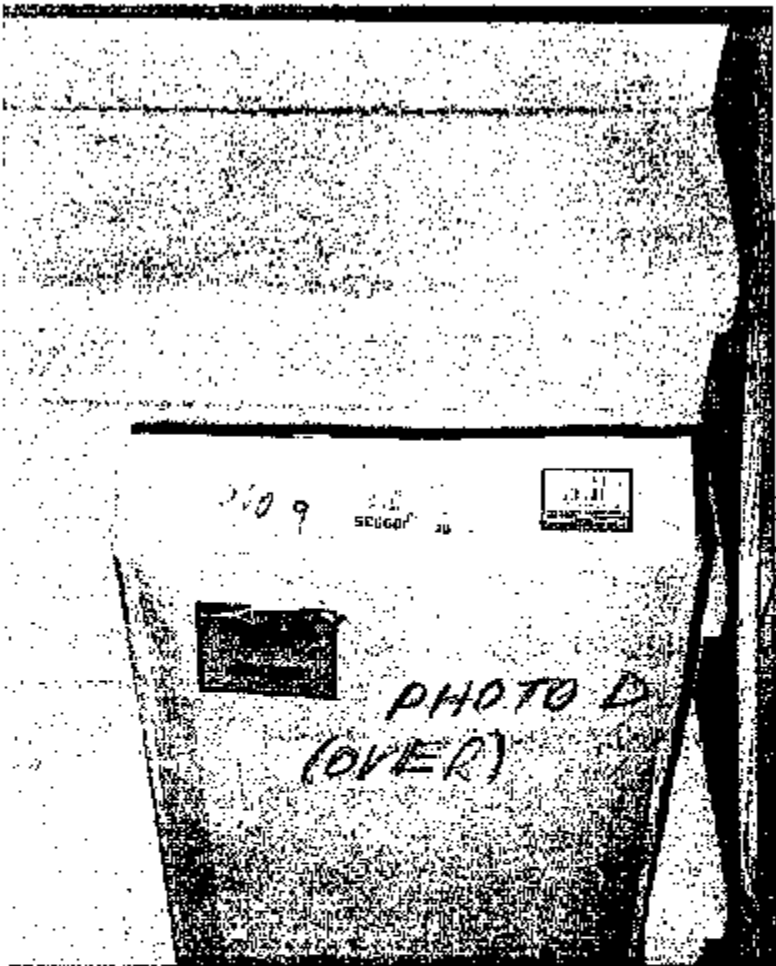


PHOTO A



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