



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

Repository ☐

29-NOV-2006

Reference No.
10174683

OWNER INFORMATION (Type or Print)

Name

Address

City GRAFTON

State MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner Date 12/16/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2HKRL18632H

Make
HONDA

Model
ODYSSEY

Model Year
2002

Date Purchased
09-NOV-01

Dealer's Name and Telephone Number
HERB CHAMBERS HONDA

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
WESTBORO

State
MA

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-AUG-2006

Failure Mileage
92000

Failure Speed
70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

Number of Deaths

Reported to Police

N

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).

DT*: THE CONTACT STATED WHILE DRIVING 70 MPH ON NORMAL ROAD CONDITIONS, THE TRANSMISSION WARNING LIGHT STARTED BLINKING. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, WHO CHECKED THE TRANSMISSION AND FOUND NO FAILURE. WHILE DRIVING AT THE SAME SPEED AFTER THE INSPECTION, THE VEHICLE'S SPEED DRASTICALLY REDUCED FROM 70 MPH TO 35 MPH. THE VEHICLE WAS TAKEN BACK TO THE DEALERSHIP, WHO DIAGNOSED AN EXTENSIVE REPAIR TO BE COVERED BY THE CONTACT. THE MANUFACTURER WAS CONTACTED, AND REFERRED THE CONTACT TO A CASE MANAGER, WHO DETERMINED THE REPAIR WOULD BE PARTIALLY COVERED BY THE MANUFACTURER. THE CONTACT WAS VERY CONCERNED BECAUSE THE MANUFACTURER EXTENDED THE WARRANTY FOR THE AUTOMATIC TRANSMISSION TO HONDA MODELS UP TO 2001 EXCLUDING ALL OTHER YEAR MODELS.

See reverse

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 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)

Approximately 2 weeks after the car was serviced and the transmission was checked the transmission started slipping - the car would jerk and it appeared to downshift two gears at once. The next day, while returning from vacation, the vehicle's speed was drastically reduced from 70 mph to 35 mph while driving on an interstate highway (almost causing an accident). The vehicle was towed to the dealer and it was diagnosed with a complete transmission failure. The dealer talked to corporate Honda and said we would have to pay \$1000 for the repair. Honda has extended the warranty for the transmission on prior Odysseys (through 2001) but not on 2002. We know of several other owners of 2002 Odysseys who have had the same problem - it is a major safety hazard.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov
NHTSA

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

