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San Jose, CA

CL-10184771-6878

February 16, 2007

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7TH Street, SW
Washington, DC 20590.

RE: consumer follow up complaint Honda Corp Transmission recall
VIN: 2HKRL1863XH

Dear Sir or Madam:

I purchased a new 1999 Odyssey. I have been having on going problems with transmission for over three years. Every time I took Odyssey in to be repaired I was treated very rudely by staff. They gave me the run around assured me there was nothing wrong. This went on for about two years. I was feeling very frustrated because I knew there was something wrong. The van would roll back if it was up hill, it was sluggish and would not shift right, every time I changed gears there was a loud crack. The mileage was almost to 100,000 witch was the limit for a warranty to be honored. After numerous attempts to get Honda to fix transmission problem I was told I would first need to change a shifter part, this is out of pocket expense. If this didn't work then maybe the transmission would be changed.

The problem still continued, Honda agreed to change transmission. I picked up the van thinking this transmission was new, WRONG the transmission was the same one. I verified this because there was a mark I had a local transmission shop put on transmission.

I contacted Honda Corp I just got the run around again. Finally I went to a different Honda dealer; this was like starting over and over again. The Van would be kept over night for a tech to drive home to see if there was a problem. Honda staff treated me like I was out of my mind. After several visits to Honda they agreed to change the transmission. This time they did change it unfortunately the problem was not fixed. I continue having transmission problems to this day. It is my belief that I got someone else's bad transmission. I did ask Honda Corp Why my vans transmission was not replaced with a new one? It was my understanding there was a recall on 1999 odyssey transmissions. I paid

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full price at time of purchase so I thought the right thing was for transmission to be replaced for a new or at least one that was working. After all the stress, days off of work my attempts to get this problem resolved are in vein. My Odyssey has been sitting at the Honda Dealers for weeks. They wanted me to pay full price for new transmission and now they have gone down to half price. I'm a single mother of three on a very tight budget I cannot afford this. I feel the dealership should have honored the warranty from day one and replaced transmission. It is wrong to take advantage of a person thinking because I am a women I don't know about cars. I drove the van daily and knew the problem was still there. I hope you can advise on what steps I can take. I have my work orders from dealers and also a response to my complaint letter to The Office of the Attorney General in 2005. Please feel free to contact me if there is any further information I can provide. [REDACTED]

[REDACTED]