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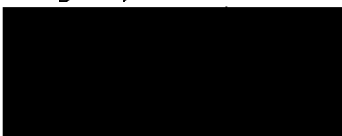
To Whom It May Concern:

I'm extremely dissatisfied with Honda's response to a known design flaw in the 2002-2004 Honda Odyssey's 5-speed transmissions. I own a 2002 Honda Odyssey with 36000 miles. The transmission was rebuilt on April 20, 2007 at a cost of \$2700. Since the first week in April, I noticed that the transmission would not shift from 2nd gear to 3rd gear. A few times I was worried that the vehicle would not accelerate through an intersection during these occurrences. My Odyssey is primarily used to transport my two young children and wife to school and after school activities. I became exceedingly worried that this occurrence would result in an accident. The engine light came on April 13, 2007 with a code P0730. I immediately took the Odyssey to Russell and Smith Honda and inquired about transmission repair. The dealer representative mentioned that the Honda Odyssey warranty extension did not cover my model and I would have to bear the entire cost to repair or replace the transmission. Honda has extended the transmission warranty on the 1999-2001 Honda Odysseys to cover 7 years or 70,000 miles. Later that day, I called Honda Customer Service and described my situation. The representative mentioned that Honda was aware of the problem, but that Honda is still evaluating the problem and the customers will have to bear the cost to repair or replace the transmission. In fear that the Odyssey would leave my family stranded or involved in an accident, I had the transmission repaired at Carter's Transmission service center. Mike, the mechanic at Carter's Transmission, was not surprised that my Odyssey's transmission failed. He stated that "The failures are a result of a design flaw". I later read many articles of dissatisfied 2002-2004 Honda Odyssey owners complaining about transmission failures at ~40,000 miles.

References: <http://forums.carreview.com/showthread.php?t=113>
<http://www.autosafety.org/article.php?scid=938&did=908>
<http://www.cargurus.com/Cars/Overview-d592-Honda-Odyssey.html>
http://www.carreview.com/cat/automobiles/minivans/honda/PRD_204_1530crx.aspx
<http://townhall-talk.edmunds.com/direct/view/.ef0f3fb>

I feel that Honda is acting irresponsibly to a known defect by not extending the transmission warranty to cover 2002-2004 models. I'm disgusted that Honda would not actively repair or replace the 2002-2004 Odyssey transmission in efforts to minimize the possibility of bodily harm if an accident would result. I currently own two Honda vehicles, a 2002 Honda Odyssey and 1997 Honda Accord and was planning on purchasing a new Honda to replace the Accord. However, based on the Honda's indifference to the 2002-2004 Honda Odyssey transmission problems, I will never purchase or recommend another Honda product. My current experience with Honda has been shared with my relatives, friends and co-workers and has heightened awareness.

Regards,



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