



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

2007 SEP 12 AM 8:40

Reference No.
10200359

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Address [REDACTED]

City CHANDLER

State AZ

Zip Code [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 8/30/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5FNRL386X6E [REDACTED]

Make HONDA

Model ODYSSEY

Model Year 2006

Date Purchased 06-FEB-06

Dealer's Name and Telephone Number TEMPE HONDA 480-893-7900

Engine: No: Cylinders 6

Fuel Type: Gas

Original Owner

Dealer's City TEMPE

State AZ

Zip Code 85284

Transmission Type AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code 353600 EQUIPMENT:ELECTRICAL;AIR CONDITIONER

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JUN-2006

Failure Mileage 4000

Failure Speed 0

A/C CONDENSER

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 0

Number of Deaths 0

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).

TL*THE CONTACT OWNS A 2006 HONDA ODYSSEY. THE CONTACT STATED THAT THE AIR CONDITIONER BLOWS HOT AIR. THE DEALER STATED THAT A STONE STRUCK THE AIR CONDENSER AND CAUSED THE FAILURE. THE DEALER REPLACED THE PART FOR FREE ONCE, HOWEVER, THE FAILURE RECURRED AND THE DEALER WOULD NOT MAKE THE REPAIR. THE CURRENT MILEAGE WAS 20,000 AND FAILURE MILEAGE WAS 4,000.

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)

FIRST INCIDENT OCCURRED AT 4000 MILES 06/06, THEN AGAIN AT 20000 MILES 8/14/07. SAME THING ROCK CAME THROUGH OPENING IN FRONT BUMPER (NOTHING THERE TO KEEP BERRIS FROM ENTERING AND CAUSE DAMAGE) TOLD HONDA POOR DESIGN AND WAS TOLD NOT AWARE OF THIS PROBLEM, ALSO WAS TOLD NOT TO DRIVE VEHICLE ON ~~HIGHWAY~~ HIGHWAY BY HONDA CASE WORKER. ALSO CHECKED INTERNET NUMEROUS COMPLAINTS. THERE ARE COMPANIES OFFERING OPTIONAL GRILLES SO THEY KNOW THE PROBLEM EXISTS.

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



PHOENIX AZ 850

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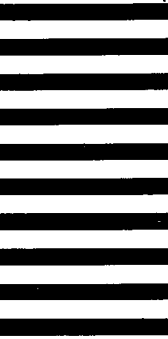
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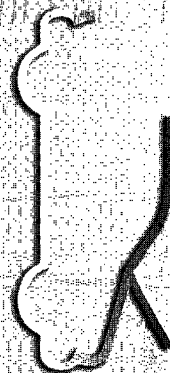
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



[REDACTED]
[REDACTED]
Chandler, AZ [REDACTED]

Tel: [REDACTED]

August 30, 2007

American Honda Motor Company, Inc.
Attn: [REDACTED] President and CEO
[REDACTED]
Torrance, CA [REDACTED]

Copy

Dear [REDACTED]

Until I purchased my current automobile, the Honda Odyssey, approximately 1-1/2 years ago, I have owned various Toyota models. As a retired mechanic with over 40 years experience, I knew of their superior parts program, excellent customer service and high regard for their customers. When I decided to purchase a minivan, I looked at both the Toyota and Honda. Though both had good reputations and features that I wanted, I chose the Odyssey because there were a few features I preferred over the Toyota and I had heard that Honda also had a good reputation for customer service. I have since learned through experience that this is not so.

About a year ago while traveling in California; I lost the air conditioning condenser due to a rock going through the opening in the front bumper. At that time, I took it to a dealer there. No problem – the condenser was quickly replaced at no cost to me. Now, just a year later, I again lost the air conditioning while returning from Payson, AZ on 08/14/07. I took my Odyssey to the dealer and was told a rock had put a small hole in the condenser – the very same problem as before. However, this time, I was told it would cost me approximately \$800 to have the condenser replaced as it would not be covered under warranty. In the 1-1/2 years I have owned my Odyssey, I have lost 2 condensers for the same reason – perhaps a poor grill design? I don't design the car, I just drive it. Who is to say this won't happen again? How can I or Honda prevent this from happening again? I was extremely disappointed that Honda would not cover this repair so I called American Honda and was assigned Case #02007-08-1500475. In speaking with your representative, he asked if I did a lot of highway driving. In other words, implying that perhaps if I did not do so, this kind of thing would not happen. How ridiculous! Does it matter where I drive? I asked him if Honda has had similar complaints and was told he was not aware of many. I went on-line and found numerous complaints, not only on the Odyssey but on other Honda models. I believe Honda should look into this problem and provide a fix.

I thought your company was built on integrity and was concerned with building customer loyalty. My recent experience with Honda has shown me that is not the case. I am extremely disappointed with Honda. I feel I should have stayed with Toyota as I know from past experience, they put the customer first! In the future, I will certainly relay my experience with Honda to others.

I look forward to hearing from you with your thoughts and any suggestions you may have for this type problem, as there is always a likelihood this may occur again.

Respectfully,

[REDACTED]

Cc: [REDACTED]

President and CEO of Honda Motors Company
President and CEO of Honda Mfg. of Alabama, LLC