



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 7, 2008

[REDACTED]
[REDACTED]
Floral Park, NY [REDACTED]

NVS-216 aae
Ref. # 10212793

Dear [REDACTED]:

Thank you for your correspondence dated November 18, 2007, concerning your model year (MY) 1999 Honda Odyssey vehicle. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on December 19, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] the type of transmission failure you experienced does not represent a safety defect within the meaning of our statute. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

