

CL-10219517-3330

TO: American Honda Motor Co., Inc.

FROM:

DATE: 2.8.08

RE: 2002-04 Odyssey Recall

VIN#: 2HKRL185X2H [REDACTED]

CASE#:

2008 FEB 25 AM 10:06

2009 FEB 20 AM 10:31

To whom it may concern,

I own a 2002 Honda Odyssey that I purchased new from Honda Carland, Roswell, Georgia, in October 2001. In April of 2004 I received a recall letter from American Honda Motor Company regarding the Automatic Transmission recall. I called Honda Carland regarding the recall. I gave them my VIN number and was told over the phone that my vehicle was not involved in this recall. I asked if I needed to bring my vehicle in for them to look at and possibly install the oil jet kit that was mentioned in the recall letter. They said no to that as well.

In October of 2005, the transmission failed and needed to be replaced. Gary's Performance Center in Roswell, Georgia did the work and warrantied the new transmission for 36,000 miles or 3 years. Whichever came first. I spoke with one of your representatives after the fact, and was told that according to my VIN my Odyssey was indeed included in the recall. I was also told that if I faxed copies of my service record and proof of payment for the transmission work that I would receive a full refund. I faxed the copies on 11.8.05 (copies are enclosed.) On 12.14.05 I received a call from one of your representatives telling me that I would not be receiving a refund for the cost of replacing the transmission because my car wasn't included in the recall. He said he had spoken with my mechanic and determined that the work completed wasn't included in the recall. When I told my mechanic about this, he said he never received a call from anyone at American Honda regarding my car.

On 8.11.07 the transmission failed again. The work was done by Willett Honda in Morrow, Georgia (because that's where I was stranded when the transmission quit working again!) A copy of that bill is enclosed.

Also enclosed is a copy from the Honda Owner Link Web site stating that my vehicle is included in the AUTOMATIC TRANSMISSION RECALL Campaign. I wish someone could give me a straight answer. Is my vehicle included in this recall or not? It seems to me that it is, but you all don't want to pay for it. When my mother-in-law purchased a used 2001 Honda Odyssey a couple of years ago, I told her about the recall. She called her local dealer and they replaced her transmission at no charge. It hadn't even failed yet. What's up with that? Hers wasn't even broken and it was replaced. Mine broke twice and you all wouldn't replace it once!!!

MM
2/10/08
KB

It's pretty amazing that your company can't build a transmission that will last when transmissions have been built for over 100 years. My mechanic told me he replaces transmissions in Hondas all the time, but rarely sees a Toyota come in that needs a new transmission. I'll be buying Toyotas from now on! My Odyssey only has 151,000 miles on it. I owned a Toyota Corolla that had over 300,000 miles on it when I sold it. It was still running.

I expect the courtesy of a reply explaining why I have gotten the runaround from your company on this issue. I believe I should be reimbursed for the total expenses noted on the enclosed bills for replacing the transmission two times.

I'm going to contact my local consumer advocate Clark Howard and file a complaint with the Better Business Bureau regarding this issue.

Sincerely,

A very displeased Honda owner,

[REDACTED]

Woodstock, GA [REDACTED]

[REDACTED] / [REDACTED]

cc Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

My Odyssey**Service/Maintenance****Schedule Service Appointment****Recalls****Current Offers****Dealer Information****Customer Relations****Warranty/Contracts****RECALLS****Schedule Service Appointment**

Concerned about safety? So is Honda. That's why Owner Link provides up-to-date recall information about your vehicle. Because Owner Link recall listings are based on your Honda's Vehicle Identification Number (VIN), they are specific to your vehicle.

Your 2002 Honda is included in the **AUTOMATIC TRANSMISSION RECALL Campaign**.

Description	<u>AUTOMATIC TRANSMISSION RECALL</u>
Date	4/21/2004
Type	Safety Recall Campaign
Status	Fixed

If you experience problems or you have further questions, [contact your dealer](#) for assistance.

You can also find more information from:

*American Honda Motor Co., Inc.
Honda Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509
Telephone: (800) 999-1009*

*National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590
Auto Safety Hotline (888) 327-4236*

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).