

CL-10222836-4663



2008 MAR 26 AM 9:08

March 19, 2008

Department of Transportation ("DOT")
Office of Defects Investigations / CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

RE: 2006 Honda Odyssey 3.5 Sedan
Vehicle #5FNRL38666B

Gentlemen:

I attach copy of my letter of March 5, 2008 to the president of Honda Motor Company, concerning the replacement of a damaged air conditioning condenser of the captioned auto.

My letter describes the circumstances surrounding the replacement of the condenser as a result of damage caused by an apparent rock, and the Honda dealer's advice that this type of damage was treated as road hazard damage and not covered by the Honda warranty.

The letter points out that the condenser is unprotected behind the front grill and that my Honda dealer acknowledged that it has to replace these condensers frequently (about five monthly), because of damages caused by rocks flying through the grill. It also notes that the Honda has added a screen behind the grill of the 2008 Model to guard against this type of damage.

As my letter alleges, there was a flaw in the design of the 2006 Odyssey that should have been the subject of a recall to allow installation of a similar screen in models without them.

Honda's telephone reply yesterday was simply that it was sorry, but this damage was caused by a road hazard and is not covered by warranty. This is an unsatisfactory response. The air conditioning condenser is not like a windshield; it can be screened against rocks, or it could be installed in a protected location. There is already a fix for this risk, a screen behind the grill; and Honda has already acknowledged this by installing this screen on the 2008 models.

I submit that Honda should have issued a recall to permit installation of screens behind the grills of the 2006 and other similar models, when it made a design change in the 2008 model, which protects those owners against the "road hazard" that I continue to face. I respectfully request that DOT take appropriate action to see that Honda does, and that the affected Honda owners have access to the same protection against this risk that owners of 2008 Hondas have.

Respectfully,



Cc: Mr. Koichi Kondo, President, American Honda Motor Co., Inc.

• COVINGTON, LA •
PHONE: • FAX:

ET
03/26/08
KB

[REDACTED]

March 5, 2008

Mr. Koichi Kondo
President
American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746

RE: 2006 Honda Odyssey 3.5 Sedan
Vehicle # 5FNRL38666B [REDACTED]

Dear Sir:

I am writing regarding the costs to replace the air conditioning condenser of the captioned vehicle, which was purchased from Superior Honda (Superior) in Harvey, LA in 2006. The attached repair order and invoice from Superior of 2/28/2008 indicates that there was a puncture to the condenser that was causing it to malfunction, and that the condenser had to be replaced at a total cost of \$640.37.

Superior advised at the time of the repair that the cost was not covered by the vehicle warranty, since Honda considered that the puncture to have been caused by a road hazard. I inquired as to the way this damage could have occurred, and the serviceman showed me that there was an opening in the front grill area that probably allowed a foreign object like a rock to pass and strike the condenser.

I asked the Superior Service Manager, who was present, whether this type damage was a common occurrence with the Odyssey, since all have the same grill opening. I was advised that Superior has had to replace about five condensers monthly on these models of the Odyssey. I then inquired as to whether it was possible to install a screen in front of the condenser, so this would not occur again. I was told that Honda had included a grill screen for the 2008 Odyssey, but that it would not fit the 2006 model, and that I would have to have one made by a third party for my vehicle.

I submit that the damage to my vehicle's condenser was caused as a result of a design flaw in the 2006 Odyssey, which Honda acknowledged, when it corrected this flaw in the 2008 model.

I am shocked that Honda excludes these repair costs from the vehicle warranty, and expects Odyssey vehicle owners to bear the cost of damages caused by a design flaw Honda corrected in later models. This is not the type of response that I expected, after twenty years of experience as a Honda auto owner. I am upset!

[REDACTED] • COVINGTON, LA • [REDACTED]
PHONE: [REDACTED] • FAX: [REDACTED]

March 19, 2008

I request that under the circumstances Honda reclassify the damage to my vehicle as a warranty item, and reimburse me for the cost of these repairs. Furthermore, I demand that Honda issue a recall of 2006 Odyssey to fix this design flaw.

Very truly yours,



Cc: Superior Honda



SUPERIOR HONDA
 1845 WESTBANK EXPRESSWAY
 HARVEY, LOUISIANA 70058
 (504) 368-5640

CUSTOMER NO.	ADVISOR DONALD LOVAS	250	TAG NO.	INVOICE DATE 02/28/08	INVOICE NO. HOC5142946
	LABOR RATE	LICENSE NO.	MILEAGE IN 23,745	COLOR SILVER/	STOCK NO. VI0995
COVINGTON, LA	YEAR / MAKE / MODEL 06/HONDA/ODYSSEY/3.5 5DR EX LEATH		DELIVERY DATE 05/09/06	DELIVERY MILES 29	
	VEHICLE I.D. NO. 5 F N R L 3 8 6 6 6 B		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	B. O. OPENED 02/28/08	R. O. READY	
	COMMENTS			MO: 23745	

JOB# 1 CHARGES

LABOR-----
J# 1 21HOZ01 *A/C CONCERN HOURS: 2.70 TECH(S): 582 243.00
 CUSTOMER STATES AC IS BLOWING COLD AIR AT ALL SETTINGS
 TECH FOUND PUNCTURE TO CONDENSOR CAUSING TEMPERATURE DROP.
 TECH REPLACED AC CONDENSOR.
 TECH EVAC/RECHARGED AC SYSTEM AND TESTED. ALL OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		80110-SHJ-A01	CONDENSER 80100	345.85	345.85	345.85
							TOTAL - PARTS 345.85

JOB# 1 TOTALS

LABOR	243.00
PARTS	345.85
JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL	588.85

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Superior Honda, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Superior Honda neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TOTALS

TOTAL LABOR....	243.00
TOTAL PARTS....	345.85
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	51.52
TOTAL INVOICE \$	640.37

THANK YOU FOR YOUR BUSINESS!!

HAVE A GOOD DAY

 CUSTOMER SIGNATURE

THANK YOU
FOR BRINGING
YOUR CAR TO
US FOR SERVICE

KeyBank and KeyBank. ERMAL/CHM/ 01/26/08 D. (12/07)