October 26, 2009

American Honda Motor Co.Inc. Honda Automobile Customer Service 1919 Torrance Boulevard Mail Stop: 500_2N_7D Torrance, CA 90501-2746

Dear Sir or Madam:

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> I am currently the owner of a 2002 Honda Odyssey that I purchased in late 2002. It currently has approximately 69,750 miles and I have owned and driven the car since it was purchased. This is the third Honda I have owned and they have all been very reliable until June of this year. In late June I began to notice a "sickeningly sweet" smell on the passenger side of the car near the engine.

Each summer my wife and I who are both handicapped (I have six illnesses related to agent orange from my service in Vietnam in 1969; my wife has Huntington's disease) try to get to our family cabin in the central mountains of Pennsylvania. We had planned to go there in late July and thus I scheduled a visit to the Williamsburg Honda dealer for a thorough checkup and to have the smell investigated and the cause fixed. That maintenance service occurred in mid July. While a number of items were worked on and oil and several filters were replaced I was disappointed to hear them say that they could not find a cause for the smell. I had checked the radiator, the engine oil level, the transmission level and the brake fluid level and had found all to be at their proper levels. The engine was not overheating and there were no spots on our garage floor indicating anything dripping.

I talked to the Maintenance Manager at Williamsburg Honda and told him I still smelled the same thing and was concerned that they said they could find no reason for the smell. He said I could drop the Odyssey by again and they would try again but this was just two days before we were scheduled to leave for Pennsylvania. With all the work it takes to get us ready for that trip I just did not have time in those last two days.

We returned home on September 15 from Pennsylvania having noticed the smell several times while we were in Pennsylvania. About two weeks ago the "maintenance required" light went lit up on our dashboard. Since we were approaching 70,000 miles and no other lights went on I made a note to schedule a visit to Williamsburg Honda. With many things to do to take care of my wife I didn't make that appointment until last week the day that the engine light and another light lit up on the dashboard. My appointment was for last Friday, October 23, 2009.

I called Williamsburg Honda about 1 PM to check on progress and was told they were working on it and nothing big had shown up as of that time. My wife had an appointment at three o'clock and I called again after we got home about 4:30 PM. The Maintenance Supervisor (David) handling my car was not available at that time but he called me back about 30 minutes later. I was stunned to hear him tell me that I had a blown head gasket and possibly other serious damage to the engine. He indicated that there was significant oil leaking out of the gasket area and that it had been dripping on hot surfaces and vaporizing. He indicated that this was the cause of the smell I had

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noticed in June and that I now faced very significant repairs to the engine and related parts and that the cost would be at least \$2500.00 plus costs for redoing the head, thus bringing the costs to over \$3000.00

I have always told our friends and acquaintances that Honda made cars that lasted for hundreds of thousands of miles and that they were very reliable cars. I find it hard to believe this has happened with only 69,700 miles on our Odyssey and even harder to understand why Williamsburg Honda's maintenance shop was not able to find the source in July. Because of their inability to find the source of the problem, I now have a car that not only can't be used to take my wife and her wheel chair to appointments and to use for many other needs. I also have a car that is essentially without value for trading in on something that will meet our needs. If the problem had been found in July the amount of repairs would undoubtedly have been far less than after the additional 1000 miles we added during our trip to Pennsylvania. I could have also taken advantage of the "cash for clunkers" program and have gotten an additional \$4500 for trading in the Odyssey.

I have asked to meet with the Maintenance Manager at Williamsburg Honda and I hope that we are able to find some way for my wife and I to have a vehicle that meets our needs and that we can afford. We now pay over \$1000 a month for four hours of care for my wife five days a week at our home and I am trying to get the Veterans Administration to help pay for additional care since my health does not really allow me to give the amount of care she needs the other 20 hours a day and on weekends.

I plan to report this problem with my Odyssey to the appropriate Federal Agency so they can determine if this is an abnormality or if there have been other serious engine problems such as mine. I hope that Honda will also talk to Williamsburg Honda and help us find a solution that we can financially afford. I hope my faith in Honda is well placed and that we are not disappointed enough to decide to buy no more Hondas.

- Alexandra	\bigcirc
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Williamsbur	rg, VA



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To check on the delivery status of your Delivery Confirmation™ article, visit our Track & Confirm website at www.usps.com, use this Automated Postal Center™ (or any Automated Postal Center™ at other Postal locations) or call 1-800-222-1811.

USPS® #

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Thanks. It's a pleasure to serve you.

ALL SALES FINAL ON STAMPS AND POSTAGE. REFUNDS FOR GUARANTEED SERVICES ONLY.

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November 17, 2009

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 1200 New Jersey Avenue SE Washington, D.C. 20077-9382

REF No: 10290154

Dear Sir/Madam:

In the cover sheet you sent with the Vehicle Owner's Questionnaire you asked that I send copies of repair invoices, letters to the manufacturer and any other documentation relating to the engine defect problem that I reported on October 28, 2009. I sent the Questionnaire back to you yesterday and today am enclosing copies of an October 26 letter to American Honda Motor Co. Inc., and copies of both the July and October 2009 repair invoices and a copy of a January 2009 repair invoice, all of which were done by Williamsburg Honda.

I am also sending a copy of an invoice from the Fairfield Auto Group, which is a Honda dealer near Williamsport, Pennsylvania. Fairfield replaced the EGR valve as part of a recall in August 2008, before my six year, sixty thousand-mile warranty period ended. I had taken the Odyssey into Williamsburg Honda earlier in 2008 to have the EGR valve replaced but they said it was not malfunctioning at that time and refused to replace it until it was working improperly. The EGR valve began malfunctioning just after I had the Odyssey in for servicing at Williamsburg Honda in early August of 2008 and while we were driving to Pennsylvania. You will note that the EGR valve is listed as "faulty" in the October 2009 Williamsburg Honda repair invoice.

I have highlighted any items in these bills that I think might be related to the problem with the Odyssey engine. I am still of the opinion that since the leak that caused the blown head gasket occurred at the spot where the bolt holding the head of the engine to the bottom part of the engine, the bolt and threading in that part of the engine must have been defective and that Williamsburg Honda was negligent in not finding the problem in July 2009 and that American Honda Motor Co. Inc. is responsible for the damage because they installed a defective engine in my Odyssey. I also believe that this defect could have caused the engine to leak not only oil but the gas and air mixture from the engine creating the possibility of a fire or explosion that could have risked my life and my family's life.

It is my hope that you will carefully investigate this possible defect in the Odyssey 2002 engines and take action to protect owners of the Odyssey from serious risk of engine failure while driving. I find it hard to believe the attitude of Williamsburg Honda and American Honda Motor Co. towards this problem.

If I can be of further assistance in this investigation, please feel free to call or write to me.



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1. C. 197				iamsburg
		INVOICE	7101 Richmond Road	d · Williamsburg, VA 2318
ATTIT TAMORT			Direct Fax	(757) 564-4680 (757) 564-4640
WILLIAMSBU		PAGE 2	Main	(757) 564,0700 Vaaco
	BUS:		VA 1011 Free	3 (800) 296-9700
COLOR	YEAR MAKE/MODEL	SERVICE ADVISO	R: 28 CYNTHIA	SCHWEITZER
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DEL DATE	02 HONDA ODYSSEY	5FNRL18642B		
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please s	e not completely satisfied, ee our Service Manager or	implied, including any implied warranty of merchantability or fitness for	SUBLET AMOUNT	0.00
	General Manager	Seller neither assumes nor authorizes any other	MISC. CHARGES	15.00
We Tha	nk You for your business.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	557.66
	· ·	item/items.	LESS DISCOUNT SALES TAX	30.53
SEALLA, GEN	RAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	9.74
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nda Multi Point Vehicle Inspection Checklist

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	H	DNDA	ExpressService
	R/O TAG NUMBER		NEXT SERVICE DUE 68872 MILEAGE 65122
	VIN		MILEAGE (5122
	SERVICE ADVISOR	Cindy	TECHNICIAN 289
Satisfactory May Re	quire Future Attention		nmediate Attention
InternarBagings	Edited and		The Condition Right Front
Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps		Left Front Wear pattern	HITE Wear pattern
Interior light		Tire tread	32nds Tire tread 32nds
Windshield washer spray/Wiper operation/Wiper blades/		Left Rear	Right Rear
Windshield condition Parking brake		Wear pattern	32nds Tire tread
Horn operation		Tire tread	32nds Tire tread32nds
Clutch operation (if applicable)		Spare Wear pattern	Front tire inflation set to Supprise
Micron cabin filter**		Tire tread	32nds
Good Replace Under Ende Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid Air filter condition** External drive belts and radiator hoses Hydraulic clutch reservoir fluid (M/T vehicles) Under Check Brake lines/Hoses/Parking brake cable Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals Exhaust system Engine oil and/or fluid leaks Drive shaft boots/Constant velocity boots and bands		Left Front Deft,Rear	External Damage or Wear
		*Note: Brake fluid NOT fille **Refer to maintenance sci	ed fluid level indicate pad wear hedule

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33659		hmond Road	Williamsburg,	VA 23188
	INVOICH	Direct Fax	(757) 564-4660	
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please see our Service Manager or General Manager.	Seller neither assumes the authorizes any other person to assume for it any liability in connection with the sale of this	LESS DISCOUN		
We Thank You for your business.	item/items.	SALES TAX		
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		WAREIWODEL		VIN	LICEN	SE MILEAG	GE IN / OUT TAG
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and the second		*INVOICE* 7	101 Richmond Road · W	illiamsburg, VA 23188
		DUPLICATE 1	Fax (757 Main (757	7) 564-4680 7) 564-4640 7) 564-9700 X2200
WILLIAMSBURG, VA HOME: BUS:		PAGE 3 SERVICE ADVISOR:	VA Toll Free (800	
COLOR YEAH MAK	E/MODEL	VIN	28 CYNTHIA SCHW LICENSE MILEAG	EIN/OUT TAG
SILVER 02 HONDA C	DYSSEY R. EXP. PROMISED	5FNRL18642B	62717 PAYMENT	7/62717
01JAN02 IS 01JAN02 DE	15:30 14J		SMA	14JAN09
	ADY OPTIONS:	ENG:3.5_LITER_SC PEED AUTOMATIC		<u>1 130AN09</u>
09:57 14JAN09 17:45 1 LINE OPCODE TECH TYPE	4JAN09	FED_AUTOMATIC	LIST NE	LATOT T3
CAUSE: BULBS WERE OUT				
52HOZO1 TRIM ELEC 421 CM	T CONCERN		101.6	59 101.69
1 35505-S84-NC)1 BULB, NEO-WED)1 BULB B (14V 1		2.12 2.1 6.04 6.0	.2 2.12
62717 BULBS WERE OUT	en en 2002 en el composition de la constante d	2010/11/2010/11/2010/11/2010/11/2010/2010/11/2010/2010/2010/2010/2010/2010/2010/2010/2010/2010/2010/2010/2010/2	10DE	
D MULTI POINT VEHICLE CAUSE: CHECK EVERY VEH		TN		
01HOZ19 MULTI PO 421 CP				0.00
762717 CHECK EVERY VEH	IICLE THAT COMES	IN RECOMMEND POWE		V. U. U.
		***************************************	****	
D018 MOC BRAKE FI				10 67 70
1 06001 BRAKE	FLUSH KIT	****	50.01 50.01	
EST: 436.63				
CONTACT: MR RAUP	14JAN09 15:07	SA: 28 253-2043		
OFFALLE				
100% Customer	Satisfaatian	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS 321.06
is our Guar		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or	PARTS AMOUNT GAS, OIL, LUBE	219.22
If you are not comple	tely satisfied,	warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	0.00
please see our Servic General Man	ager.	Seller neither assumes nor authorizes any other person to assume for it any liability in	MISC. CHARGES TOTAL CHARGES	<u>15.00</u> 630.51
We Thank You for yo	our business.	connection with the sale of this item/items.	LESS DISCOUNT SALES TAX	75.23
(SIGNED) DEALER, GENERAL MANAGER OR	AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	566.24

ana i gan an managan g

aulti Point Vehicle Inspection Checklist



	HONDA	Expressoervice		
	R/O TAG NUMBER	NEXT SERVICE DUE		
	VIN	MILEAGE		
	SERVICE ADVISOR	TECHNICIAN H771		
Satisfactory May Requi	re Future Attention Requires Imm	ediate Attention		
Interior/Exterior		Tire Condition		
Headlights (check high and low beams)/Taillights/Brake	Left Front	Right Front		
lights/Hazard warning lights/Turn signals/Exterior lamps		Wear pattern		
Interior light Windshield washer spray/Wiper operation/Wiper blades/		32nds Tire tread 232nds		
Windshield condition	Left Rear	Right Rear		
Parking brake		32nds Tire tread 32nds		
Horn operation	Spare	DADOGRAM		
Clutch operation (if applicable)	837.2	Front tire inflation set to Z psi Bear tire inflation set to Z psi		
Micron cabin filter**	and a second	Rear tire inflation set to 32 psi 32nds		
Good Replace Under Hood Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid Air filter condition** External drive belts and radiator hoses Hydraulic clutch reservoir fluid (M/T vehicles) Under Vehicle Brake lines/Hoses/Parking brake cable Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals Exhaust system Engine oil and/or fluid leaks Drive shaft boots/Constant velocity boots and bands	Left Front Left Rear Brakes not inspected on this	Right Rear		

*Note: Brake fluid NOT filled – fluid level indicate pad wear **Refer to maintenance schedule



Fairfield Honda P.O. Box 308 Montoursville, Pa. 17754-0308 www.fairfieldautogroup.com

•	ANDY POWE	LL.	716 TAG 1	NO.	*08/22/08	HOCS828031
	168 FOO		MILEAGE	59,807	STLVER/	STOCK NO.
WILLIAMSBURG, VA	102//HONDA	ODYSSEY/4 D	OOR PASS	SENGER	DELIVERY DATE	DELIVERY MILES
	VISHCIF I. ONIC.R	L 1 8 6 4 2	в		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P.O.NO.		108721/08	
RESIDENCE PHONE	COMMENTS			·		MO: 59812
STIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$75.00 (+TAX) TOTALS SSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSS	ION ABOUT 50 TC AL WAS FOUND AS PER S/P 05-C IPTION		PRICE- PARTS PARTS OR TS LET C CHG, C DISC	WARRANTY 0.00 0.00	The only warrantie the part(s) and/o offered by the man dealer hereby ex warranties, either including any im merchantability or purpose, and neithe nizes any other pe any liability in conn this part(s) and/or s be entitled to reco dealer any cons damages to prope-	OF WARRANTIES as, if any, applying a r service are thos nufacturer. The sellin pressty disclaims a expressed or implie- plied warranties of fitness for a particula er assumes nor author rson to assume for rection with the sale of earvice. Buyer shall no over from the sellin eequential damages rty, damages for los re, loss of profits, of er incidental damages
other sums. \$21-\$65 AN HR LABOR RATE DEPENDING ON THE WOR \$ Visit our web site at www.fairfieldautog	K PERFORMED S	TOTAL IN		0.00	You may questionn manufac next few weeks	RTANT y receive a aire from the turer in the
other sums. \$21-\$65 AN HR LABOR RATE DEPENDING ON THE WOR \$	K PERFORMED S	나는 것을 알았다.		8 	You may questionn manufac next few weeks you cannot gra please of service That	y receive a aire from the turer in the

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