

CU1038(99)-1527 NWS-200

To: American Honda Motor Co., Inc
Cc: Nat'l. Highway Traffic Safety Admin.

EXECUTIVE SECRETARIAT
2011 JAN 31 P 12:44

To whom it may concern,

We bought our '06 Honda Odyssey at Pacific Honda (San Diego) on 11/4/05. We had another '04 Honda Odyssey prior to this (bought from Fuller Honda) but we traded it in for the '06 model to Pacific Honda.

As you can see, we like Honda cars!

I have been consistently doing the maintenance of my Van from Pacific Honda ie., Oil changes, 10,000, 30,000, and 60,000 K maintenance.

- A.) On 7/31/06, I brought the Van at Pacific Honda for 10,000 K maintenance. I noticed that the brake made noise every time it went to a slow stop so I reported it. (410820 noted in receipt: replace front Brake pads and/or machine front rotors, which was advised per receipt. But they didn't replace anything yet!!! It wasn't indicated how much percent was the break pads for front & rear pads.
- B.) On 4/19/07, I brought it in for 30,000 K maintenance and I still reported the noise of rubbing/groaning when breaking downhill on the break was still there. So, front break pads were replaced 100% and the receipt said the rear pads/shoes approximately had 75% remaining. But, I was told by the service advisor that **"THE HONDA ODYSSEY IS PRONE TO MAKE THIS KIND OF NOISE ON THE BREAKS SO I WAS ADVISED TO PUSH HARDER WHEN I BREAK"!!!** Even though they replaced the front break pads, I still heard some squeaks when driving downhill and making a slow stop.
- C.) On 3/20/09, I brought it in because I reported that the break were still screeching downhill and same problem from before and getting worse. It says on the receipt **"inspected breaks front pads are 40% & rear breaks were at 75-80%. But, they only replaced the right rear shock!**
- D.) On 9/12/09, I brought it for 60,000 K maintenance. This time, I didn't mention the squeaking/screeching because I believed what the advisor said that this Van was prone to it!
- E.) I got suspicious because over the years, that I've brought it to Pacific Honda, they never solved the problem. So, I have a close and trusted Car Mechanic friend and he inspected it on 3/27/10. He **FINALLY FOUND THE PROBLEM! That whenever I bring it in for maintenance or inspection, THEY ONLY LOOK ON THE SIDE OF THE TIRES AND DIDN'T TAKE OUT THE TIRES TO LOOK MORE INSIDE TO CHECK THE BREAK THOROUGHLY!**

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\ He found out that the break was already rubbing on the metal (rotor).
He changed the front break pads, and polished the rotor too!
He stated that it was not cleaned well, He did oil change, transmission
fluid service, cabin filter change, and cleaned the engine well.
I was so satisfied because **NO MORE NOISE/SQUEAKS!!!**
He charged for a good price for the service.

Pacific Honda advisors, should not be telling customers that the Honda Odyssey is prone to this kind of noise in the break since it's a matter of checking the break thoroughly. THE BREAK OF A CAR IS VERY IMPORTANT BECAUSE MOST ACCIDENTS HAPPENS WHEN THE BREAK GETS FAULTY AND THE PERSON'S LIFE IS AT STAKE! IT'S VERY DANGEROUS TO MISINFORM CUSTOMERS. Like what's happening now with Toyota!!!

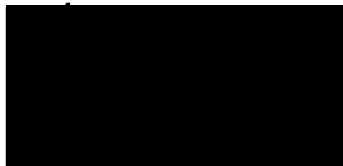
I am very frustrated with this kind of service. It's just plain laziness on the part of the mechanics. Either they're busy or not is not an excuse!

We are just lucky that I have a well trusted mechanic and we are safe to drive the van. I still do my oil change with PH because it's closer to my house but I will not bring it in for the 90k maintenance anymore. I'd rather go to another Honda dealer! I almost filed a suit against them after learning from my mechanic friend who found the problem from these squeaks over the years since 2006!!!

And now we have this safety recall notice received 1/20/10 over the mail that "a seal in the break master cylinder maybe susceptible to damage following use of break fluid other than recommended Honda Genuine DOT3 brake fluid. That if seal is damaged, it can result in a break fluid leak under certain conditions. That the brake fluid reservoir should be refilled or else, it could result in a brake that feels spongy, and may affect the braking performance, increasing the risk of a crash". I will bring it in ASAP to get this repaired to another Honda dealer.

Please bring this to the attention of Pacific Honda so they will not misinformed customers and to prevent any accident crashes. So, I must share this experience with you so that other people won't get the same problem - unsolved. **This should also be communicated to every Honda maintenance dealers.**

Caring Customer,



1/24/11



San Diego, CA

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*Remember to
Call Home*



USA FIRST CLASS 10p

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