



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

NOV 21 2011

CI-10437131-244/
Memorandum

Subject: Complaint 2004 Honda Odyssey

Date: October 27, 2011

From: Elizabeth A. Baker, Ph.D. *EAB*
Regional Administrator, NTI-230

To: Frank Borris
Office of Defects Investigation, NVS-210

Enclosed is a letter and documentation from a [REDACTED] with regards to her 2004 Honda Odyssey. Also, enclosed is a copy of our response acknowledging receipt of her letter, advising her that we have forwarded the letter to your office for review.

If you have any questions or need any additional information please contact Vanessa Johnson at 410-962-0090.

Thank you for your attention to this matter.



AUTO SAFETY HOTLINE
(888) 327-4236
Wash., D.C. Area (202) 366-0123

NH
11-22-11
DW



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

Region III
Delaware, District of Columbia,
Kentucky, Maryland,
North Carolina,
Virginia, West Virginia

10 S. Howard Street,
Suite 6700
Baltimore, MD 21201
Phone (410) 962-0090
Fax (410) 962-2770

October 27, 2011

[REDACTED]
Germantown, MD [REDACTED]

Dear [REDACTED]

This is to acknowledge receipt of your letter dated October 22, 2011 with regards to your 2004 Honda Odyssey. We have forwarded your correspondence to our Headquarters, Office of Defects Investigation in Washington, DC for their review and disposition. Thank you for bringing this matter to our attention.

Sincerely,

Elizabeth A. Baker
Regional Administrator



American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7D
Torrance, CA 90501-2746

October 22, 2011

Motor Mounts – Honda Odyssey 2004

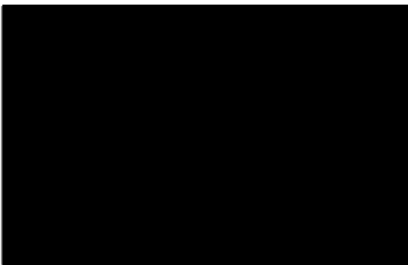
I am writing to express my concern regarding an issue with our vehicle and the lack of response and action from our local dealer in Germantown, MD.

The attached letter dated August 6, 2011 was sent by certified mail to the Service Manager in Germantown and was signed for on August 9, 2011. Approximately 2 weeks later (my husband and I) received a call from Mr. Tim Hardy, the Service Director at the Germantown dealer. He promised to discuss the issue with someone responsible for the region and get back to us. It has now been over 6 weeks without any contact from Mr. Hardy. My husband left a message on his work phone (240-364-7171) on October 17, 2011 on this subject.

While I am disappointed in the lack of response and action, I am appalled by the fact our vehicle, never taken off road, never used for towing and only driven for short distances on paved roads (i.e. it is not a commuter vehicle), has had issues (apparently) with the motor mounts as described in the attached letter of August 6, 2011.

I have discussed this issue with literally hundreds of people since August this year, friends, colleagues and even a few who work in the motor industry – no one, not a single person, has ever come across a similar situation with their vehicle or any other vehicle they are aware of. There are multiple minivans on the road today, running in excess of 100,000 miles on the odometer, that have never had problems with the motor mounts.

I am therefore convinced that this is either an attempt from the Germantown dealer to falsify repair requirements or, a serious fault with the Odyssey that needs reporting nationwide. I have sent the attached letter, as I will this one, to the NHTSA for their information. Should I not hear back from Honda on suitable remedial actions, I will be forced to engage legal assistance to resolve this issue.



Germantown, MD [REDACTED]

cc:

NHTSA

10 S. Howard Street, Suite 6700, Baltimore MD 21201

Service Manager

Criswell Honda

19525 Amaranth Drive

Germantown, MD 20874

August 6, 2011

Motor Mounts -- Honda Odyssey 2004

It was recommended by our Service Advisor on August 5, 2011 to replace the front and side motor mounts of my vehicle – apparently they were both broken. The total cost for the replacement was \$765.05 for parts and labor.

I am very concerned the motor mounts required replacing at 75,000 miles on a standard family commute vehicle driven only on paved roads and never used for towing or any other extra load bearing activities. This does not conform to Honda's reliability claims and requires further immediate investigation on your part.

I have been a customer with Honda since 2004 and very disappointed with this turn of events – I am considering replacing this vehicle and will turn to other manufacturers as a result of this issue.

I look forward to hearing back from you on this matter with some urgency – I am also copying the National Highway Traffic Safety Administration (NHTSA) regarding this matter. If I fail to hear from you within a week, I will escalate this issue to the Honda corporate headquarters for action – I am aware numerous similar complaints have already been filed.

Sincerely,

[Redacted Signature]

Germantown, MD [Redacted]

cc: ✓

NHTSA

1200 New Jersey Avenue, SE,

West Building,

Washington, DC 20590

www.chiswick.info/CIJ/

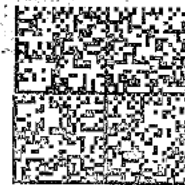
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U.S. Department
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**National Highway
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Region III
10 South Howard Street
Suite 6700
Baltimore, MD 21201

Official Business
Penalty for Private Use \$300



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10/28/2011

Mailed From 21201

US POSTAGE

**OFFICE OF DEFECTS INVESTIGATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590**

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