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Chicago, IL [REDACTED]

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November 09, 2011

Administrator
National Highway Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Reference: 2010 Honda Odyssey
VIN # 5FNRL3H75AB [REDACTED]
Owner: Luster-On Products/ [REDACTED]
Dealership: Castle Honda [REDACTED]
Problem: Dealership unable to remedy juddering defect

Dear Administrator:

My Honda Odyssey was purchased in a cash transaction from Castle Honda on September 9th 2009. I have always taken the minivan into service to Castle Honda other than the 2 incidences that I have mentioned below. Having driven the minivan for 20,000 miles, I brought my minivan in for service, and informed the service consultant that I felt, what I termed, slippage in the transmission. The minivan used to shake at certain speed during acceleration. He said that his technicians could not duplicate the problem and therefore, they could not fix a problem that they could not find. At 45,000 miles (08.09.10) when I took the minivan in for routine service, I again mentioned that the vibration problem was getting worse. Again I got the same answer from the service consultant.

The vibration continued to worsen. On my return from one of my business trips to Minnesota, the vibrations got so bad, that I decided to stop and have things checked. It was at Executive Motors in Green Bay, Wisconsin, that I stopped in to have them access the problem. They suggested that it was warped front disc brakes. I therefore had them replaced the breaks (08.28.10). The vibration problem persisted. When I took the minivan to Castle Honda for service at 54000 mile, I complained about the same problem. This is when the service consultant informed me that there had been a recall for 'judder'. I told the consultant that I had never received a recall notice from Honda. He said that it was really not a recall but a service advice that they had received. He said that they were advised that when customers brought their cars in for service, software reprogramming to the car's computer had to be done. They performed this service to my minivan on 09.20.10. The judder persisted. So when I took my car back on 11.04.10, I complained about the problem again. Again the service consultant said that they could not duplicate the problem.

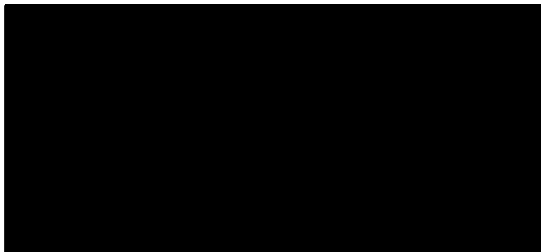
On 02.16.11 had new tires installed on the minivan at Costco's. When I went back to Castle Honda for routine service on 03.21.11, the entire service staff had been changed. I spoke to new service consultant about this issue and he advised me that there would be a \$79.00 diagnostic charge for this

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problem. I told him that it was an ongoing issue and did not see why I had to pay for a diagnostic. I asked to speak to the service manager, who after a lengthy discussion ok'd to have the minivan checked for the problem at no charge to me. The consultant advised me that there was a flat spot on one of the tires and that it would be \$196 for a new tire. I told him that I had just changed the tires. Speaking to the service manager again and he told me that it was possible to have a flat spot, even on new tires, particularly if the tires had been sitting around for some time in the store. I told him that I would take the minivan back to Costco's to have the tires checked. Costco's tire technicians did all kinds of test and even had rotated the tires in different combinations and asked me to drive around for 2 days at a time and if the problem persisted just to bring it back. I did so, 4 times and every time the juddering persisted. Finally, on 03.29.11 Costco's manager offered to give me a new set of tires at no extra charge to me.

On my next service visit on 05.12.11, I asked to speak to the service manager, and advised him of what transpired at Costco, and that the juddering was still there. He went on some computer site and came out and told me that he read of Honda recalls on this minivan and it read that if the reprogramming did not eliminate the juddering, the torque converter had to be replaced. He did say that even though the minivan was less than 2 years in my possession, because of the high mileage –81000 miles, he could not do the repair under warrantee. He advised me to talk to American Honda and in my numerous conversations I had with them they took the same stance – too high mileage to cover the repairs under warrantee. I decided to get the problem resolved in dealing with the management of Castle Honda. I eventually got to speak to the GM of the Dealership – Mr. A.J.Mondel. He said that he was going to talk to the American Honda representative that came to visit them periodically. When I called AJ Mondel after a couple of weeks, he said that the representative final determination was that American Honda would not cover the rectification under warrantee. AJ advised me that if I wanted to have the torque convertor changed at Castle Honda, he would give me a little financial break. I asked him if he could confirm that indeed that was the problem and if so then it had to be done under warrantee because I had been complaining about this problem when minivan was only 20,000 miles old. I reminded him that at no time did the technicians tell me that they had found the problem to be the torque convertor.

In talking to an associate of mine, he advised me off seeking the intervention of your administration, in hopes to have a resolution to this issue. I do not know how safe or unsafe the minivan is to drive but having no alternative, since I am in the sales and service profession, covering the Midwest and central US area; I have no alternative, but to drive this minivan. I am therefore invoking your assistance to intercede on my behalf with American Honda Motor Co. and Castle Honda, to have the problem on my minivan rectified.





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