

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Johnson, Lajuan CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA follow up to ODI Complaint 10455526
Date: Tuesday, June 05, 2012 3:05:45 PM
Attachments: [REDACTED] [.NHTSA 10455526.pdf](#)

EQ-10455526-5054

From: Wells, Cynthia CTR (NHTSA)
Sent: Friday, June 01, 2012 12:41 PM
To: Johnson, Lajuan CTR (NHTSA)
Subject: FW: NHTSA follow up to ODI Complaint 10455526

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Friday, June 01, 2012 11:16 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA follow up to ODI Complaint 10455526


From: [REDACTED]
Sent: Wednesday, May 30, 2012 4:21 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA follow up to ODI Complaint 10455526

Dear NHTSA,

Attached in the pdf file is additional information to support my complaint regarding 2005-2007 Honda Odysseys.

Best regards,

[REDACTED]

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 17-APR-2012		Repository <input type="checkbox"/> Reference No. 10455526	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City SAN FRANCISCO		State CA	Zip Code		
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNRL386X6B4		Make HONDA	Model ODYSSEY	Model Year 2006	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 03-MAY-2011
	<input type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 353600 EQUIPMENT; ELECTRICAL: AIR CONDITIONER			Failure Mileage 39000	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM1A9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2006 HONDA ODYSSEY, WHILE TRAVELING 30 MPH THE CONTACT NOTICED STEAM COMING FROM THE FRONT OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE AIR CONDITIONING CONDENSER WAS REPLACED. THE CURRENT MILEAGE WAS 46,000 AND THE FAILURE MILEAGE WAS 39,000.					
<i>Additional sheets attached</i>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

[REDACTED]
San Francisco, CA [REDACTED]

Cell: [REDACTED]

May 30, 2012

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

RE: Reference No. 10455526

Dear National Highway Traffic Safety Administration,

I am writing this letter to provide additional information regarding the safety-related defect with the Air Conditioner (A/C) condenser unit for 2005-2007 Honda Odysseys. The malfunction of the A/C condenser unit is a safety-related issue because it plays a critical role in removing condensation on the inside windows during rainy weather and on cold days. Without a properly functioning A/C condenser unit, visibility is impaired and creates a dangerous driving environment for a vehicle. American Honda knows that the A/C condenser unit has a flawed design and is highly susceptible to road debris damage, but refuses to issue a recall to fix it. Instead, American Honda has shifted the financial burden to its loyal customers with a repair bill between \$900-\$1200 (depending on dealership) for replacement of a damaged A/C condenser unit. As part the A/C condenser repair kit, a "protective screen" is provided to increase toughness against road hazards. There is no physical reason to include a "protective screen" unless there is a design flaw.

Further evidence of a design flaw with the A/C condenser unit has affected so many loyal Honda customers that there is a Class Action lawsuit filed (Jon Alin, *et al.* v. American Honda Motor Company, Inc.).

Website: www.AlinLitigation.com

However, the proposed settlement will only cover repairs that occurred within the original 3-year/36,000-mile warranty period. Unfortunately for me, I had 39,415 miles after 5 years. This is not right because a design flaw does not disappear after the original 3-year/36,000 warranty period. Performing an internet search with Google for "2006 Honda Odyssey AC road debris damage" will reveal hundreds, if not thousands, of complaints with damaged A/C condenser units for Honda Odysseys as a result of road debris damage. In fact, on the discussion forums, some Honda customers have complained that they have experienced a damaged AC condenser unit from road debris damage on more than one occasion.

I contacted American Honda (1-800-999-1009) back on January 5, 2012 and spoke with Latasha. She told me it was American Honda's policy that my vehicle was not eligible for financial assistance with

repairs and that she could not escalate my case further for consideration. The Case number provided for my complaint was N012012-01-0500828.

Enclosed is a copy of the Alin Litigation Claims form, a copy of the Honda Canada Service Letter (found on the internet – none available from American Honda), and copy of my repair invoice from my local Honda Dealership Repair Center as supporting documents.

If you should have any questions or need additional information, please contact me either by phone or e-mail.

Cell: [REDACTED]

E-mail: [REDACTED]

Thank you for your time.

Sincerely,

[REDACTED]

Enclosures (9 pages)

For assistance completing this form or for answers to your questions, you can consult the notice, call the Alin Litigation Settlement Administrator at 1-877-389-4472, or go to www.AlinLitigation.com.

CLAIM FORM FOR CONDENSER ROAD DEBRIS DAMAGE REPAIR AND/OR CONDENSER PROTECTION SCREEN

2005-2007 HONDA ODYSSEY VEHICLES

Jon Alin, et al. v. American Honda Motor Company, Inc.
Civil Action No.: 2:08-cv-4825 (KSH) (PS)

FOR OFFICIAL USE ONLY

03



IMPORTANT INFORMATION

Return this claim form to:

Alin Litigation Settlement Administrator
PO Box 2597
Faribault, MN 55021-9597

To make a claim you must submit a claim form.

Please call 1-877-389-4472 or visit
www.AlinLitigation.com for additional information.

CLAIM FORM INSTRUCTIONS

This form covers two separate claims for reimbursement that are available for members in the 2005 - 2007 Honda Odyssey Sub-Class. Eligible settlement class members can make one or both claims for reimbursement.

Honda will reimburse 100% of any out-of-pocket expense incurred by members of the 2005 - 2007 Honda Odyssey Sub-Class to repair Condenser Road Debris Damage where the repairs were or are performed for Condenser Road Debris Damage which occurred within the original 3-year/36,000-mile warranty period. Condenser Road Debris Damage is defined as damage caused as a result of rocks, pebbles or any other road debris striking the condenser. Damage to the condenser from any other cause, such as front-end collisions, is NOT included in this definition. Honda will NOT reimburse members of the Odyssey Sub-Class for Condenser Road Debris Damage that occurred outside the original 3-year/36,000-mile warranty period, even if the member of the Odyssey Sub-Class was covered by an Extended Service Contract.

Honda, through its authorized dealer network, will make available to Odyssey Sub-Class Members a screen that is intended to provide protection to the air conditioning condenser from Condenser Road Debris Damage. Honda will reimburse Odyssey Sub-Class Members for the purchase price of the screen, up to the full MSRP of \$35.06, and will also reimburse \$20 of the labor costs associated with the installation of the screen if the screen is purchased and professionally installed on an Odyssey Sub-Class Vehicle. This reimbursement shall be made even if the installation is performed by a non-Honda authorized installer. If the installation is performed directly by a settlement class member, no payment will be made towards labor. In order to be reimbursed for the screen and/or labor costs, settlement class members must purchase the screen (and have the screen installed by a Honda or non-Honda authorized installer if submitting a claim for the labor). You may use one claim form to seek reimbursement for Condenser Road Debris Damage repair and the Condenser Protection Screen as stated above. The claim form must be returned to the Alin Litigation Settlement Administrator anytime between now and 90 days after the Effective Date of the Settlement, as defined in the Settlement Agreement. You can monitor the settlement website at www.AlinLitigation.com to determine the final deadline for submitting claims, but the deadline will be no earlier than July 24, 2012.

PART I – CONTACT AND VEHICLE INFORMATION

To receive a reimbursement for replacement of your condenser, the purchase of the Condenser Protection Screen (and/or the labor to install the Condenser Protection Screen) or both, please provide the following information. Part I continues on the next page.

<input type="checkbox"/>	If the pre-printed settlement class member information is NOT correct or if there is no pre-printed information in the left-hand column, please check the box and fill in any updated information in the right-hand column:	
NAME:		
ADDRESS:		
CITY/STATE/ZIP:		



VEHICLE MODEL:		
VEHICLE YEAR:		
VIN:		
VEHICLE PURCHASE/LEASE DATE:		/ /
TELEPHONE NUMBER:	() -	

PART II - CONDENSER ROAD DEBRIS DAMAGE REPAIR

If you are submitting a claim for Reimbursable Repairs for the replacement of your vehicle's condenser from Condenser Road Debris Damage, please check the box and provide the following information:

DATE OF REPAIR	MILEAGE AT TIME OF REPAIR	REPLACEMENT CONDENSER PART NUMBER	AMOUNT YOU PAID FOR THE REPLACEMENT CONDENSER	AMOUNT YOU PAID FOR THE REPLACEMENT CONDENSER LABOR *
/ /			\$, .	\$, .
/ /			\$, .	\$, .
/ /			\$, .	\$, .

* Only include the labor cost associated with the replacement of the condenser from Condenser Road Debris Damage. Labor costs associated with other repairs are NOT covered and NOT reimbursable.

Include a copy of a receipt (or other supporting documentation) for each condenser replaced from Condenser Road Debris Damage. Your documentation must include all checklist items below:

- The date the replacement was made and vehicle mileage at the time of replacement;
- The part number of the condenser used for the replacement;
- The amount you paid for the replacement condenser;
- The labor cost to install the replacement condenser; and
- Your vehicle's VIN.

Keep a copy for your records; documents will NOT be returned.

PART III - CONDENSER PROTECTION SCREEN

If you are submitting a claim for the purchase of the Condenser Protection Screen and/or the labor to install the Condenser Protection Screen (if it was performed by a Honda or non-Honda authorized installer), please check the box and provide the following information:

DATE OF REPAIR	MILEAGE AT TIME OF REPAIR	AMOUNT YOU PAID FOR THE CONDENSER PROTECTION SCREEN	AMOUNT YOU PAID FOR THE CONDENSER PROTECTION SCREEN LABOR *
/ /		\$, .	\$, .

* Only include the labor cost associated with the installation of the Condenser Protection Screen. Labor costs associated with other repairs are NOT covered and NOT reimbursable.

Include a copy of a receipt (or other supporting documentation) for the Condenser Protection Screen. Your documentation must include all checklist items below:

- The date the purchase and/or installation was made and the vehicle mileage at the time of purchase and/or installation;
- The part number of the Condenser Protection Screen;
- The amount you paid for the Condenser Protection Screen;
- The labor cost to install the Condenser Protection Screen; and
- Your vehicle's VIN.

Keep a copy for your records; documents will NOT be returned.

PART IV - CERTIFICATION

Sign and date the certification below.

I declare under penalty of perjury that the information on this form is true and correct to the best of my knowledge and belief.

Signature: _____

Date: ____ / ____ / ____



LETTRE DE SERVICE
 **HONDA**
SERVICE LETTER

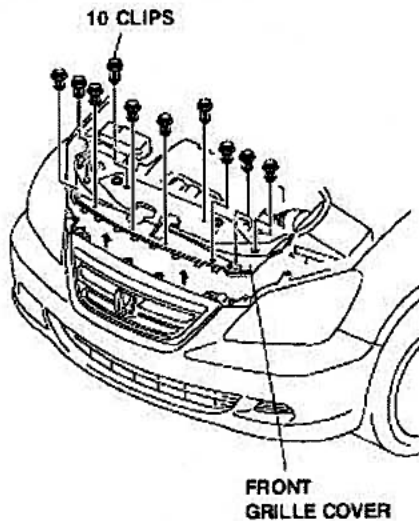
YEAR/MODEL ANNÉE/MODÈLE	DATE OF ISSUE DATE EN VIGUEUR	LETTER NUMBER NUMÉRO DE LA LETTRE
2005-07 ODYSSEY	JULY 2, 2010	VII-1-10

2005-07 ODYSSEY A/C CONDENSER KIT WITH PROTECTIVE SCREEN

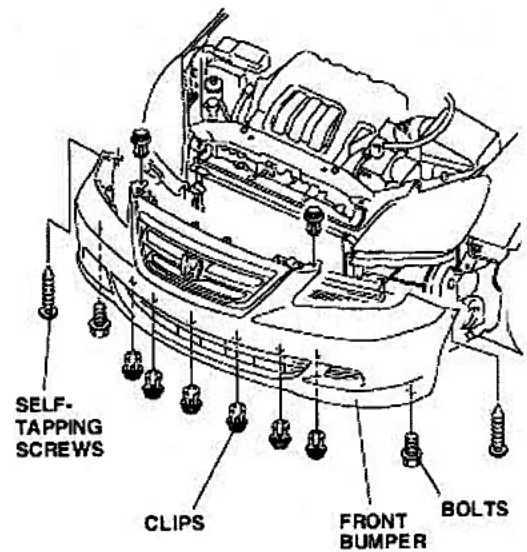
Honda has developed an updated A/C condenser kit for 2005-07 Odysseys which incorporates an additional protective screen to increase toughness against road hazards. This service letter provides guidance on the installation procedure and time required for the kit install.

INSTALLATION INSTRUCTIONS:

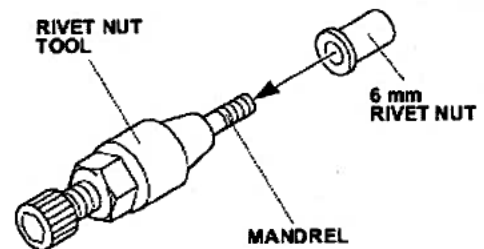
1. Remove the front grille cover (ten clips).



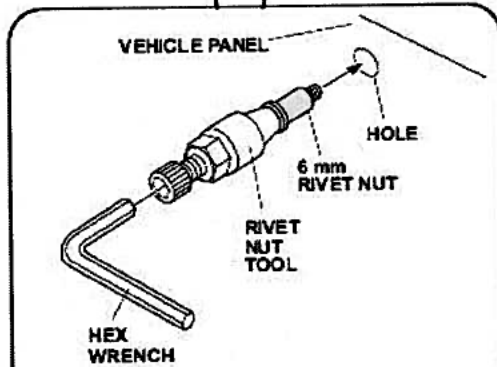
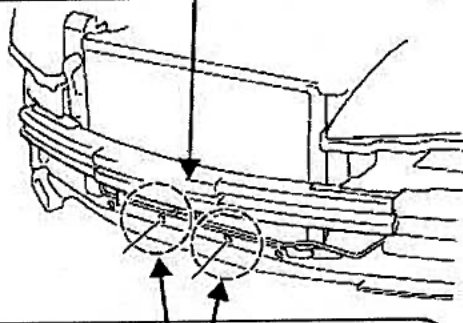
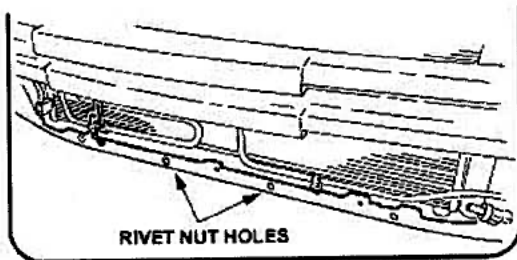
2. Remove the front bumper.
 - Be careful not to damage the body finish.
 - Take care not to damage the clips and tabs.
 - Remove the two bolts, and remove the front bumper.
 - Place the bumper on a blanket.



3. Screw the rivet nut onto the mandrel of the rivet nut tool, until it is tight to the head.

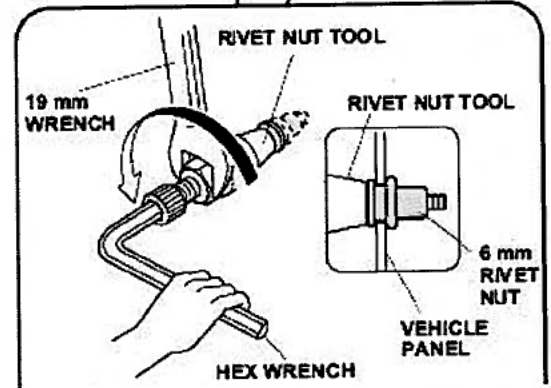
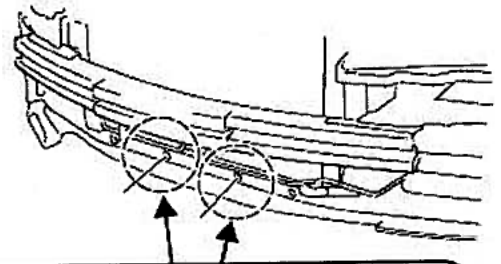


4. Locate the two holes in the front body panel.

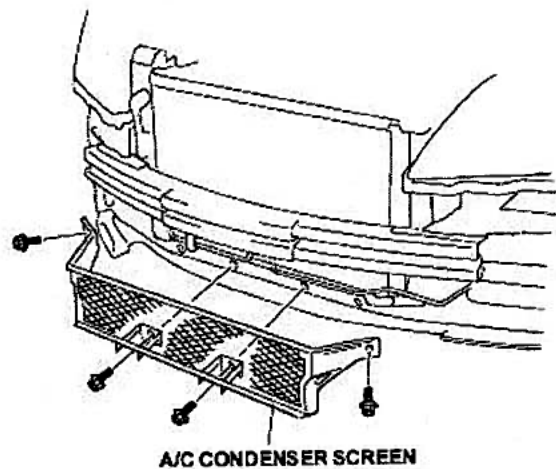


5. Insert the 6 mm rivet nut into the hole in the vehicle panel, and attach the hex wrench to the rivet nut tool.
6. Holding the rivet nut tool with the hex wrench, turn the 19 mm wrench counter-clockwise to install the 6 mm rivet nut to the vehicle panel.

NOTE: At first the wrench will require some force to turn it, then it will get easier. When the wrench becomes harder to turn again, the rivet nut is set and should not be tightened any further.

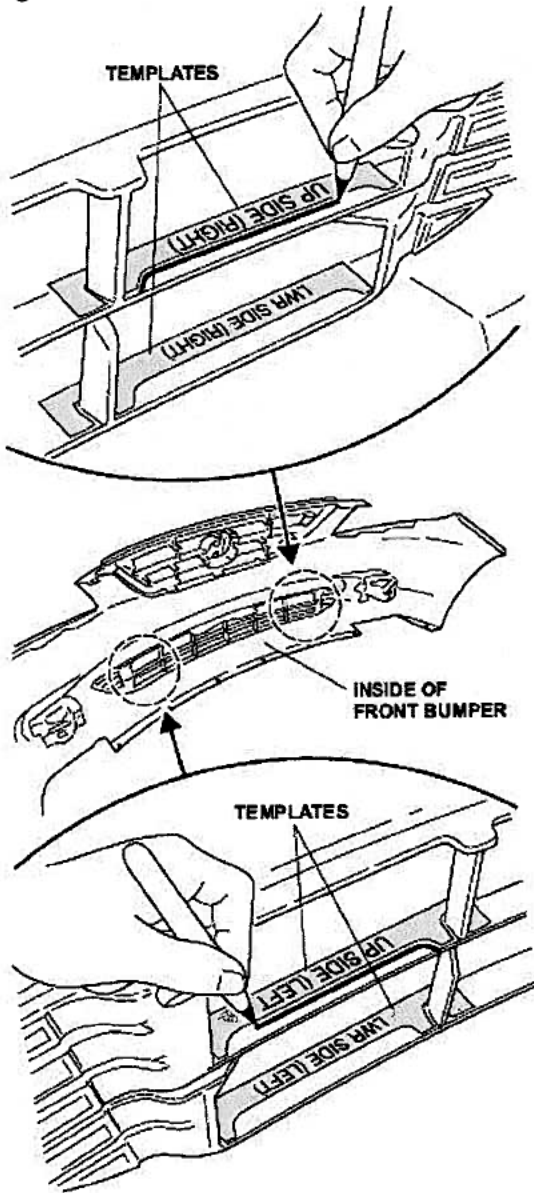


7. Remove the rivet nut tool from the 6 mm rivet nut by turning the hex wrench counter-clockwise.
8. Using the 6 mm bolts, install the A/C condenser screen to the body panel. Torque the bolts to 10 N.m (7 lbf-ft).

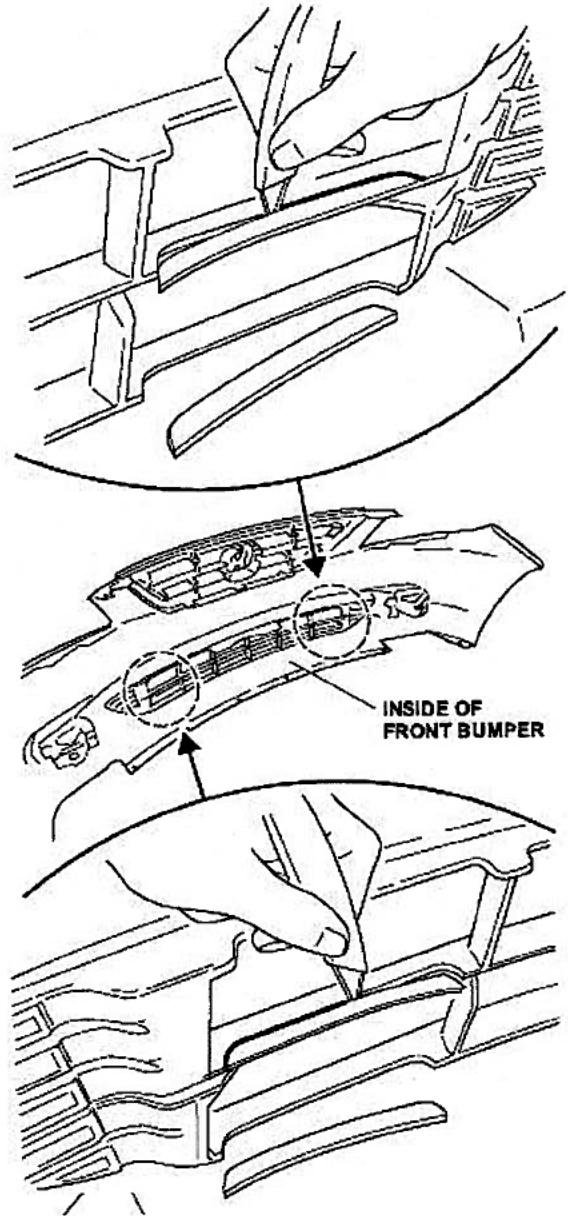


9. Using scissors, cut out the templates provided on the last page of this document.

10. Place the up side and lower side templates on the front bumper grille. Using a felt tip pen, mark the cut area on the front bumper grille.



11. Using a utility knife, cut out the area marked in step 12.



12. Flip the templates over and repeat on the other side of the grille.

13. Using a file, remove any burrs.

14. Reinstall the front bumper.

TOOLS INFORMATION:

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
07AAE-000A100	Rivet Nut Tool	1

It can be ordered through DES-CANADA 1-866-868-3372 (L-845 M6).

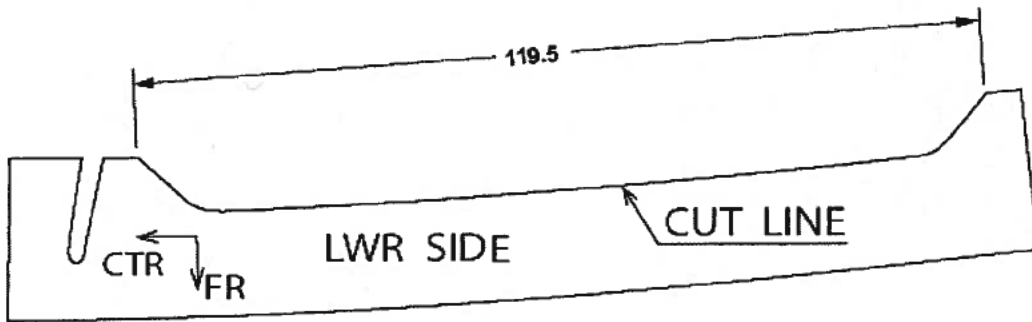
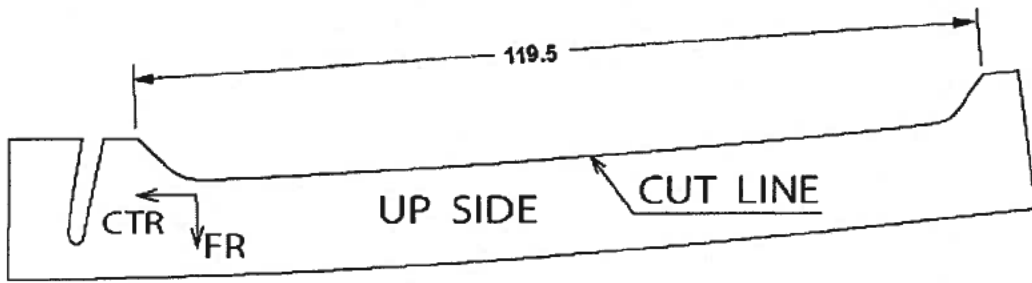
PARTS INFORMATION:

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
80110-SHJ-305	KIT, CONDENSER COMP	1

FLAT RATE TIME INFORMATION:

Labour Operation Number	Description	Flat Rate Time
616100	Condenser assembly replace	0.8 hrs
616100B	Add for refrigerant recovery.	0.3 hrs
616100C	Add for first time condenser screen installation	0.4 hrs

NOTE: This type of repair is not covered under regular Honda warranty. The Flat Rate Time information provided in this document is for reference purposes only.



CUSTOMER #: 133378

433788



INVOICE

1766 EMBARCADERO RD.
PALO ALTO, CA 94303-3302
(650) 843-6041 FAX (650) 843-1934
www.andersondirect.com

SAN FRANCISCO, CA
HOME:
BUS:
CONT:N/A
CELL:

PAGE 1

SERVICE ADVISOR: 913 JAMES MATTOX

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a white 06 Honda Odyssey with VIN 5FNRL386X6B and license T625.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a summary line for the work performed.

A TOWED IN. CUSTOMER STATES CAME OFF FREEWAY INTO SLOW TRAFFIC, SAW SMOKE OR STEAM FROM UNDER HOOD. CHK & REPORT CAUSE: FOUND A/C LEAK AT FRT OF CONDENSOR 16 COOLING SYSTEM 24 C 75.00 75.00 41 REPLACE CONDENSOR & DRIER, RECHARGE, RECHECK 24 C 435.00 435.00 1 80110-SHJ-305 W-KIT,CONDENSER COM 396.14 396.14 396.14 1 80872-SN7-003 O-RING (1/2") 3.62 3.62 3.62 1 80873-ST7-000 O-RING (8MM) 3.92 3.92 3.92 2 R134A REFRIGERANT R134A 22.50 22.50 45.00 PARTS: 448.68 LABOR: 510.00 OTHER: 0.00 TOTAL LINE A: 958.68

REPLACED CONDENSOR & DRIER. CHARGED SYSTEM. TESTED OPERATION--COOLING NORMALLY. PLACED OLD CONDENSOR IN CAR.

B ANDERSON HONDA EXPRESS INSPECTION WCE ANDERSON HONDA EXPRESS INSPECTION 24 C 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

MISC COUP CPD -22.43 -22.43 MISC COUP CLD -25.50 -25.50

EST: 175.00 03MAY11 09:23 SA: 913

PAID MAY 03 2011

STATEMENT OF DISCLAIMER

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 implied, including any implied warranty of merchantability or fitness for a particular purpose.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE

CUSTOMER #: 133378

433788



INVOICE

1766 EMBARCADERO RD.
PALO ALTO, CA 94303-3302
(650) 843-6041 FAX (650) 843-1934
www.andersondirect.com

SAN FRANCISCO, CA
HOME: CONT:N/A
BUS: CELL:

PAGE 2

SERVICE ADVISOR: 913 JAMES MATTOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	06	HONDA ODYSSEY	5FNRL386X6B		39415/39415	T625	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 DE			17:00 03MAY11			CASH	03MAY11
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter					
09:23 03MAY11	16:21 03MAY11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AMERICAN HONDA RANDOMLY CALLS FOR A SURVEY.
PLEASE TAKE A FEW MINUTES TO ANSWER QUESTIONS
IF WE DID NOT PROVIDE EXCELLENT SERVICE IN
ANY WAY, PLEASE CALL THE SERVICE DIRECTOR
JEANETTE BALDWIN @ 650-843-6040
WE APPRECIATE YOUR BUSINESS

STATEMENT OF DISCLAIMER

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 implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	510.00
PARTS AMOUNT	448.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-47.93
TOTAL CHARGES	910.75
LESS INSURANCE	0.00
SALES TAX	39.43
PLEASE PAY THIS AMOUNT	950.18

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

BAR # ARD208932

EPA # CAD982014227