



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

1200 New Jersey Avenue SE.
Washington, DC 20590

December 10, 2012

The Honorable Bill Nelson
United States Senator
Landmark Two
225 East Robinson Street, Suite 410
Orlando, FL 32801

NVS-216 et
Ref. No. 10485602

Dear Senator Nelson:

Thank you for your correspondence on behalf of your constituent, [REDACTED] who wrote your office concerning his model year (MY) 2010 Honda Odyssey minivan.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We also consider risk, field experience, and other technical information about each particular issue. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We received a previous report from [REDACTED] on October 6 about his vehicle problems. He indicates that his MY 2010 Honda Odyssey has an unidentifiable electrical or computer problem that triggers the anti-theft system each time the doors are opened. In addition, the power buttons inside the vehicle do not function. [REDACTED] indicates that he is an active duty military member stationed in Germany. He contacted American Honda concerning the problem and was advised that his vehicle is still under warranty but no effort was made by Honda to remedy the problem. [REDACTED] also contacted the Better Business Bureau to assist him in pursuing a remedy through the Federal lemon law but was informed they could not help him because he is stationed in Germany. He would like to have the vehicle repaired, replaced, or receive a refund in accordance with Federal Law.

On November 29, Mr. Frank S. Borris of NHTSA's Office of Defects Investigation, made contact with [REDACTED] mother ([REDACTED]) who informed us that the vehicle has been repaired. As a courtesy, we have reviewed our database to identify whether a defect trend exists with the electrical system or body control module in MY 2010 Honda Odyssey minivans. At this

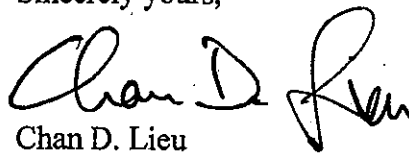
Page 2

The Honorable Bill Nelson

time, there is insufficient evidence to indicate a defect trend that would warrant any further action. However, the information [REDACTED] provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Chan D. Lieu". The signature is fluid and cursive, with a large initial "C" and a stylized "Lieu".

Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office