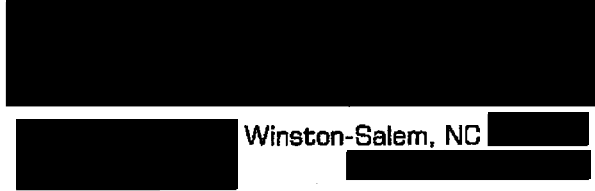


DEC 6 2012

CL 10487659-1809



Winston-Salem, NC

We Participate



December 1, 2012

Debbie Servidio
Director of Operations
BBB of Northwest North Carolina
500 West Fifth Street
Suite 202
Winston-Salem, N.C. 27101-2728

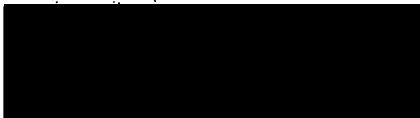
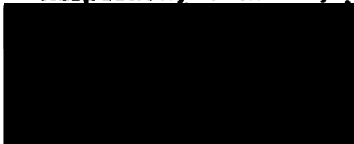
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Mrs. Servidio,

I have tried to resolve my complaint with the service department of Flow Honda of Winston Salem on Peters Creek Parkway. After they told me that they had done all that they were authorized to do, I contacted Honda's corporate customer service department, in California. I told the last person that I spoke to at corporate Honda, Liz, that I was going to contact the Better Business Bureau and the media with a copy of my complaint, since I could not get any help from her (copy attached). I also have posted a warning sign on the back of my van (copy attached). I am hoping that will keep anyone from running into the back of my van. What is very surprising to me is that there was not any Honda personnel I spoke to that would admit that the BRAKE LOCK-UP problem is REAL, or that anyone in the all of Honda's service departments or technical staff, had ever heard of it. All they had to do was get on the Internet and look under the 2007 Honda Odyssey or 2005 Honda Pilot problems on Google.

Hopefully, my letter will reach Mr. Smith or the person responsible, through the BBB, and they will have the authority, or can get the authority, to take responsibility for the product they sell.

Respectfully Submitted,



NM
12/21/12
JMD

Cc:

Honda of America

Bruce T. Smith

Flow Honda of Winston-Salem

Greg Ralston

National Highway Traffic Safety Administration

Consumer Product Safety Commission

WXII-Winston-Salem, N.C.

WFMY-Greensboro, N.C.

Winston-Salem Journal

December 1, 2012

Vehicle Information Number: 5FNRL38827B

Make / Model / Year: Honda Odyssey 2007

Case #NO1212-09-00263

Approximate Incident Date: 12/13/2010 (First Incident)

Vehicle Mileage at time of incident: 15,769

Vehicle Speed at time of incident: 35 mph

Affected part: Brakes

The brakes self-activate randomly and without warning and without brake lights. While I am trying to accelerate the vehicle comes to a stop or near stop; only then will the brakes release. This has happened over 20 times since 12/13/2010 , at speeds from 5 to 70 mph. I have taken the Van to the dealer several times without resolution of the problem.

I have contacted corporate Honda and was told to take it to the dealer for repairs. The dealer states that they cannot fix the van unless they are driving the van with a computer hooked up to the diagnostic system at the time it malfunctions. They also claim that they cannot fix or diagnose the problem without the van showing a problem CODE (and they tell me the code will only show an electronic failure and not a mechanical one).The local dealer is courteous, gives me a loaner to drive but is not able to correct the problem. Therefore, I make trip after trip to their repair facility— a waste of their time and mine.

Flow Honda claims that they have no previous knowledge of this problem. I have shown them many articles including the VIN numbers relating to the same problem with the 2007 Honda Odyssey which they dismissed as unsupported This problem has also occurred on the 2005 Honda Pilot 186 times and is under investigation by the NHTSA in an article dated October 13, 2012. (I have also told corporate Honda about these articles, with the same reaction as Flow Honda)

My last conversation with corporate Honda was with a consumer relations supervisor named Julie. I related my problem and concerns to her and she said that "she had investigated the problem and that I would have to work thru the dealer. When I told her the dealers comments, she said that that is all she could do.

I then asked to speak to Bruce T. Smith, who is the vice - president in charge of consumer relations. (He had sent me a questionnaire with regards to my experience with the Flow Honda service department). I explained in the response that the dealership could not solve my brake problem, and that I considered it a safety issue and wanted to speak to him. Julie called me instead, and told me that I could not speak to Mr. Smith, and that if I continued to

try to call him she would have my phone number blocked. When I mentioned that I could call from another phone, she said they would bring harassment charges against me if I did. I called corporate Honda back and spoke to Liz who is Julie's supervisor. She was appalled at how Julie spoke to me and said that she would look into the matter. She later called me and reinforced that they could not help me, I had to work thru the dealer. I was not able to speak to Mr. Smith.

I have an extended warranty on the van through March 3, 2016 and I had been taking the van to the dealer after each brake incident but have stopped since I could not meet the CODE conditions they gave me.

INCIDENT REPORTS

I was traveling west on business 40 , in Winston Salem, to the Honda dealership on Peters Creek Parkway to report 3 more lock ups that morning, when the brakes locked up just before the Peters Creek exit ramp.(approximately 2 miles from the dealer). I was able to exit and drive to a nearby parking lot. I had to accelerate the engine against the brakes lock up and they made a lot of noise.(Incidentally, each time the brakes locked up they made a lot of noise). I called the dealer and asked the service manager to come to the van's location and witness this lock up. They arrived 31 minutes later, and, for those 31 minutes I had been sitting in the van with my foot on the accelerator and the tachometer reading 2000 rpm. The transmission was in the DRIVE position and the van was not moving. (I wanted the Honda personnel to witness the brake lock-up, since they had not been able to duplicate the lock-up) The service manager and a technician both witnessed the van in that condition the VERY NECESSARY brake lights were NOT lit.

When the van was taken to the dealership to be serviced, there was NO CODE stored in the vans computer (the CODE they said they needed to diagnose the problem in order to fix the van). The dealer replaced parts and serviced the van hoping they had fixed the problem. The vans brakes continue to lock-up.

The following are a descriptions of a few of the other situations of the van's brakes self-activating and locking-up. WITHOUT THE BRAKE LIGHTS ACTIVATING TO WARN THAT THE VAN IS BRAKING.

Since 12/13/2010 there have been more than twenty of these self-activation brake lock-ups, and in several of these incidents there was nothing I could do to prevent an accident. (I was trying to accelerate while the brakes were self activating and locking-up). Fortunately, I was not hit by another vehicle

1- I exited from a service station on Robin Hood Road in Winston Salem. Just as the van was entering the traffic lane, the brakes locked up and did not release until I was stopped. There was no traffic behind me. DAY TIME

2- I exited from the Krispy Kreme on Stratford Road in Winston Salem and crossed into the middle lane to get to the other side of the road. The brakes locked up while I was crossways in the road and did not release until I stopped. Traffic did stop to wait for me to get going again. NIGHT TIME

3- I was entering US 421 North bound from Peacehaven Road. As I was pulling into the traffic lane, the brakes locked up. There was heavy traffic and the speed limit on this part of the highway is 65 mph. I was able to get to the shoulder of the road. The brakes did not release until I was completely stopped. NIGHT TIME

4- The most recent Incident I had was when I was traveling south bound on US 52, just north of the business 40 exit in W-S. Due to construction, there was not any shoulder due to concrete barriers on both sides. The brakes suddenly locked up and traffic behind me came to a screeching stop. The brakes once again did not release until I stopped. The traffic behind me did pass and I could tell by horns blaring and obscene gestures, they were angry. DAY TIME

My worst fear is that the brakes will lock up as I am getting back in the lane after passing a car. This will be a situation that would probably result in an accident.

In addition to the danger factor, the van is being damaged. When the brakes lock up, the tires are dragging as they are being forced to roll until I can get to a safe place to stop, the rotors and calipers are being scored. Furthermore, the extreme heat generated can cause the tires to catch on fire, can cause the brakes to crystallize, can cause the brake and transmission fluids to deteriorate and can damage the transmission clutches. Gas is being wasted as well.

The Vehicle now has only 28,000 miles on it and was bought new March 3rd 2008. It is Honda's Flagship vehicle "THE HONDA ODYSSEY – TOURING" (with every option available). The dealer did offer to take the vehicle on trade for another vehicle (no price was mentioned) I did ask what they would do with the vehicle and Greg Ralston , the general manager ,told me "it would go back on the lot for resale". I do not want the vehicle to be resold due to the danger of a rear-end collision if the brakes self-activated. Furthermore, road rage has been exhibited towards me when the vehicle stopped suddenly due to the brakes self-activating –

with no warning brake lights. There have been incidents of vehicles stopped on a highway being hit by other vehicles with the drivers killed and / or injured

I rarely drive the van on major highways and use the car for work only.

I have been struggling for more than two years to get my car to a safe condition so that my wife and I can drive it without fear.

SINCE MY VAN CLEARLY PRESENTS A DANGER TO ME AND OTHERS, AND HONDA'S INABILITY TO FIX IT, I THINK IT MAKES SENSE TO DISPOSE OF IT, AND REFUND MY MONEY

THE VAN DOES NOT PERFORM THE FUNCTION IT WAS PURCHASED TO DO - SAFELY.



WARNING

DANGER

The brakes on this Honda Odyssey SELF-ACTIVATE RANDOMLY
without warning / without brake lights

NOT UNDER DRIVER'S CONTROL

STAY BACK



ODYSSEY
TOURING

EX-L

WINSTON-SALEM, NC



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