

Henrico, VA

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Received CPSC

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Office of the Secretary
FOI

October 9, 2012

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

RE: VIN 5FNRL18572B [REDACTED]

Dear Madam/Sir:

We bought a used Honda 2002 Odyssey from a member of our church (my husband is the Pastor) last year. I purchased the Honda because of how well known it is as a reliable vehicle. I had read that that year had had transmission issues but was told by the couple that Honda had fixed the issue when it went bad on the car at 30,000 miles.

It is now at just above 130,000 miles and the transmission appears to be acting up again. I was driving down the highway when it suddenly acted as though someone had jerked it out of gear or had stepped on the brakes. There was no warning whatsoever. I was in another state at the time and it proceeded to do this about 6 more times. I was able to get home and did not drive the car for a few days. I was so grateful the headlines weren't going to read "Pastor's wife killed in a tragic accident due to faulty transmission".

I drove it last Friday to check it and the TCS and check engine lights came on and it started jerking again. I limped it the mile home and will now have it towed to an honest repair shop.

I was told by the service department at West Broad Honda in Richmond, VA that it had no recalls on it. I'm sure there must be some mistake. Surely Honda stands behind their products! Please let me know how we are to proceed.

Thank you, [REDACTED]

cc: U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

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Bethesda, MD 20814

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