

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

CL-11066291-3401

NEF-010

01/12/18

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

Dear Sir or Madam:

I have a 2013 Honda Odyssey VIN #: 5FNRL5H62DB [REDACTED]

JAN 26 2018

On 11/04/14, my Odyssey's hydraulic stay struts for the hatch were replaced (under warranty). From a "user's perspective" this means: when the tailgate of my minivan was in the open position, without warning, would fall down. The hydraulics were not properly working. The tailgate is a large piece of steel to just fall down with gravity. Fortunately I was able to dodge it. I brought my vehicle to Hendrick Honda (which is my regular auto mechanic and where I purchased the vehicle new in 2013). They replaced the hydraulic stay strut (under warranty) and I assumed this was just a fluke and that the problem had been resolved.

Recently, the same thing happened. The tailgate opens normally and smoothly. Then, without warning, when in the open position, the tailgate flew down. Luckily I was able to, again, escape it. I brought the vehicle back to Hendrick Honda on 01/11/18 to address this as well as other issues. Rob Redman was my service advisor and reported the rear hatch struts were worn out and that both struts needed to be replaced (no longer under warranty). I expressed my concern for safety. His reassurance was that struts are made better every year. Mr. Redman referred me to Honda Automobile Division and I called the 1-800-999-1009 number he gave me. I filed an official report of this incidence and, again, requested some sort of reassurance. The response was that it would have to happen again. Honda's reassurance was that this part is under a year warranty.

I am writing to express my concern for safety. This is a true safety concern for myself as I grab my stroller, for my children when they help unload luggage and groceries, and for the workers at Harris Teeter (my local grocery store) when they help me load my groceries. This large piece of steel, without warning, could land on someone's head or neck. I am not reassured that this will not happen again.

Note: I am not complaining about the cost that I paid yesterday to repair this (as well as my seat warmer which was the second time it broke, total spent yesterday for service and repairs \$1,098.68), even though it is unreasonable to spend such large amounts on recurring repairs on a relatively new, and very well maintained vehicle. What is most concerning too me, is the **safety of myself, my family, and community.**

I understand that parts wear out (although I have never heard of anyone having this issue before). But if brakes wear out for example, there is a warning. You can feel them not working as well. Additionally, a warning light comes on. In the case of the spontaneous slamming down of my tailgate, there is no warning.

Could you please offer some kind of investigation in this, and offer some kind of safety solution?

Thank you for your time and concern.

Sincerely,

[REDACTED]
Charlotte, NC [REDACTED]
[REDACTED]

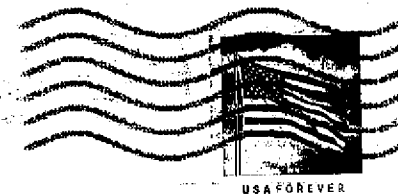
Cc: Honda Automobile Division in Torrance, CA; Hendrick Honda in Charlotte, NC

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