

APR 02 2018

Rochester, March 19, 2018

US department of Highway Safety Administration
Office of Defects Investigation (NVS - 210)
1200 New Jersey Ave. S.E.
West building
Washington, DC 20590

Reference Complaint Numbers 11078637 and 11076339

Gentleman,

I was wondering if you could give an update regarding the above complaints. Lately I have to jump start my van almost every time I need to drive it, even though the battery is only three months old. Definitely there is a problem with the electric system and the dealer is unable to correct the problem.

Thank you in advance for your assistance with this matter.

[REDACTED]

NAM
4.3.18
UN



Complaint Number: 11076339

Vehicle Identification Number: 5fmc5h24bt[REDACTED]

Your Vehicle's Make Model and Model Year: HONDA ODYSSEY 2011

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Electrical

What happened?

HAVE A BRAND NEW BATTERY AND EVERY TIME I START OR WHEN I TURN OFF THE VAN IT TELLS ME "BAT LOW". THE DEALER ALSO REPLACED THE BATTERY SENSOR BUT THE PROBLEM DID NOT GO AWAY. I TOOK VAN SEVERAL TIMES TO DEALER BUT THEY SAY: THE VAN RUNS AS DESIGNED, BUT, HOW IRONIC, IT COULD NOT PASS THE NYS INSPECTION. THEY TOLD ME TO DRIVE IT FOR 80 MILES AT HIGH SPEED AND HOPEFULLY IT WOULD THEN PASS INSPECTION. IT DID. THERE IS A DESIGN FAULT WITH THE ELECTRIC SYSTEM AND HONDA REFUSES TO ADDRESS THE PROBLEM. DID SOME RESEARCH ONLINE AND A LOT OF OTHER PEOPLE HAVE THE SAME PROBLEMS WITH THEIR 2011 HONDA ODYSSEY. ATTACHED IS THEIR SERVICENEWS ARTICLE OF FEB 2011 OUTLINING THE PROBLEM. THE DEALER FOLLOWED THE DIRECTIONS BUT THE PROBLEM PERSISTS. HONDA NEEDS TO CORRECT THE PROBLEM ONCE AND FOR ALL. THANK YOU

Files you uploaded:
CCF03052018.pdf

When did this happen? 02/06/2018

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 0

About how many miles were on your vehicle at the time of the incident? 55000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: ROCHESTER

State : NEW YORK

ZIP Code [REDACTED]

Phone: [REDACTED]

Alt. Phone:

Rochester, NY

ROCHESTER NY 144

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