

Sunnyvale, CA  
September 19, 2018

SEP 27 2018

NHTSA Headquarters  
1200 New Jersey Avenue SE.  
West Building  
Washington, DC 20590

To Whom It May Concern,

I own a 2013 Honda Odyssey, and believe defective brake rotors are being used in the company's manufacturing and repair processes. American Honda Motors denies this and the customer service representative I spoke with, 'Abigail', on 9/18/18, 3:08 PM CA time, (Case # [REDACTED] stated that "... rotors are not covered in the warranty". The company's phone message starts with "Safety is our #1 Priority."

BACKGROUND

In 2014, I purchased a 2013 Honda Odyssey from Honda of Stevens Creek, San Jose, CA., and bought the extended warranty. The car had approximately 15,000 miles on it. At approximately 29,000 miles, while driving on a highway, I applied the brakes at 50 mph and the steering wheel suddenly vibrated violently. When I returned home, I had Honda repair the brakes and rotors (resurfaced). Later, a Honda representative, allowing for 'good will', sent me a repair voucher for the amount I spent for the repair.

When I had this repair done, a mechanic confided that he gets his brakes repaired elsewhere (Pep Boys?), because they are of 'better quality'.

This past Saturday, September 15, I was again doing highway driving, to Oakland, CA (about 30 miles away). Once more, driving at about 50 mph, the steering wheel began vibrating violently, and I was forced to drive at lower speeds to complete my trip. The mileage was approximately 49,350 miles. My wife and I were completely stressed by this unexpected recurrence. Please note that I usually drive locally, not on steep/mountainous roads; this road is 'flat'!. On Monday, September 17, I returned to Honda of Stevens Creek and requested *new* brake parts be installed. This cost over \$800.

The next day, I called American Honda Motors and complained about the brakes, asking that Honda institute an investigation of the supplier of their 'poor quality' brake parts. 'Abigail' said they couldn't do this, and Honda wouldn't reimburse me for the repair.

Later, on the internet, I discovered that [REDACTED] recorded 693 Honda Odyssey customers reporting the same problems that I experienced, at approximate mileage intervals of 20,000 miles.

I believe this is a safety problem that falls within your purview. Please take action.

Sincerely,

[REDACTED]

CC: American Honda Motor Co., Inc. Customer Service, Mail Stop 100-5E-8A, 1919 Torrance Blvd. Torrance, CA 90501-2746

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