



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 5, 2020

[REDACTED]
Methuen, MA [REDACTED]

NEF-109 nlm
Ref. No. 11291552

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2016 Honda Odyssey. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We reviewed our database to identify whether a safety defect trend exists regarding sliding door latch problems in MY 2016 Honda Odyssey vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. We entered your information into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We are aware of NHTSA Safety Recall Campaign No. 08V-795 in certain MY 2018 through MY 2019 Honda Odyssey vehicles. The recall states that certain mechanical components in the power sliding door's rear latch assembly are prone to sticking and can restrict the front and rear latch from securely latching to the door strikers. An improperly latched power sliding door can unintentionally open during vehicle operation, increasing the risk of injury for occupants.

Please note that recalls are very specific regarding vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. We know that under Recall 08V-795, the affected Odyssey vehicles were produced between January 19, 2017 to April 16, 2018. Honda advised that vehicles manufactured prior to and after these dates are not affected. Therefore, your vehicle is not eligible for a free remedy under the Recall 08V-795.

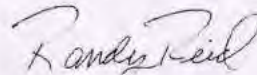
You may consider contacting your local Consumer Protection Agency or the Massachusetts Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Honda district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement