



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



December 15, 2020

[REDACTED]
[REDACTED]
New Brighton, MN [REDACTED]

NEF-109 tgd
Ref. No. 11375532

Dear [REDACTED]

Thank you for the letter about your model year (MY) 1998 Honda Odyssey. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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 rate and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We understand your concerns with the parts delay for NHTSA Safety Recall Campaign No. 20V-026. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We entered your vehicle identification number (VIN) in our VIN Look-Up Tool and it appears that you have since received the recall repair—there are no open recalls on your vehicle (<https://www.nhtsa.gov/recalls>). In any event, we understand your frustration with any inconvenience you may have experienced and appreciate your diligence in this matter. 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 recommend that you contact Honda and your dealer if you require further assistance with the recall.

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