

[REDACTED]
[REDACTED]
Waldwick, NJ [REDACTED]

3 September 2024

American Honda Motor Company, Inc.
1919 Torrance Boulevard
Torrance, CA 90501

Re: 2015 Honda Odyssey 5DR EX/ VIN: 5FNRL5H47FB[REDACTED] / Engine Number J35Z8-5041306

To Whom It May Concern:

We are writing to American Honda Motor Company, Inc. for help resolving a possible transmission issue. Buying a newer Honda Odyssey is an option, but it may lead to similar problems in the future.

In August of 2024, we were looking to trade our 2015 Honda Odyssey. Martin (used car manager @ Prestige Lexus) informed us that while Honda vehicles are in demand, transmission issues on certain vehicles are a known problem.

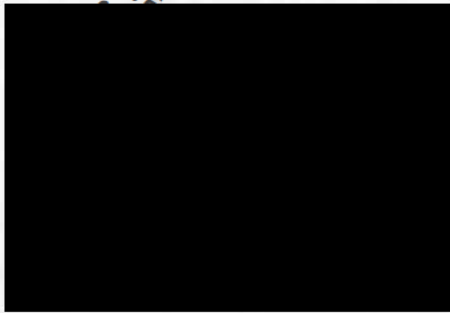
Instead of an offer commensurate with the Kelly Blue Book Value of a similar vehicle (make/model/mileage/condition), we were offered \$6,000 for a trade allowance.

With few trade allowance options, we were told to bring our vehicle to a certified Honda service center (we use Mahwah Honda, located at 99 Franklin Turnpike in Mahwah, New Jersey) for repair.

To complicate matters, in late August of 2024, we received a COURT APPROVED LEGAL NOTICE highlighting issues like the ones we are experiencing with our vehicle ([REDACTED] v. American Honda Exclusions”).

1. We purchased a 2015 Honda Odyssey for its QUALITY, which may no longer be the case if the vehicle is prone to sudden, unexpected shaking and rumbling at low and high speeds.
2. We purchased a 2015 Honda Odyssey for its EXCELLENT RESALE VALUE, which is unlikely to occur if dealerships believe transmission defects continue to be a problem.
3. We purchased a 2015 Honda Odyssey for its SUPERIOR SAFETY SYSTEMS (five stars in front and side impact tests and four stars in the rollover crash test ratings from the National Highway Traffic Safety Administration and Insurance Institute for Highway Safety), which may be compromised by uneven jerking/juttering during acceleration.

Sincerely,



cc: Honda of Mahwah, 345 NJ-17, Mahwah, NJ 07430

Honda of Mahwah, 99 Franklin Turnpike, Mahwah, NJ 07430

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

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Thinking of You
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