

[REDACTED]  
[REDACTED]  
Vista, CA [REDACTED]  
[REDACTED]

**March 28, 2026**

**VIA CERTIFIED MAIL (RETURN RECEIPT REQUESTED)**

To: American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
1919 Torrance Blvd, Mail Stop: CHI-5  
Torrance, CA 90501-2746

**RE: FINAL NOTICE OF OPPORTUNITY TO REPAIR – 2024 HONDA ODYSSEY**

**VIN:** [REDACTED]

**Reference RO #:** [REDACTED] (Norm Reeves Honda Vista)

To the Legal and Customer Relations Departments,

This letter serves as **formal final notice** under the **California Song-Beverly Consumer Warranty Act (Civ. Code § 1793.22)** regarding a substantial, life-threatening safety defect in my leased 2024 Honda Odyssey.

The vehicle was presented for repair on **March 24, 2026** (Mileage: 29,271) specifically for a failure to auto-restart after an idle-stop. I picked up the vehicle on **March 25, 2026**, and the service department returned the vehicle stating it was "working as intended." **I formally reject this finding.** The technician's notes focus on "inhibit conditions" (why the system might not engage), which fails to address the actual defect: **the engine's electronic failure to re-engage/restart in live traffic. Notice of Service & Management Awareness:** Prior to the inspection on March 24, I personally flagged this as a recurring safety defect to **Service Manager Philip Rosales**. Despite these direct warnings to management, the vehicle was returned with "No Corrections," effectively ignoring the documented **NHTSA Engineering Analysis (EA25004)** and **Honda TIS Priority Action (MC-11021751-0001)**.



**Notice of Service:**

On March 25, 2026, I attempted to hand-deliver this notice to management at Norm Reeves Honda. As the General and Service Managers were unavailable, the document was delivered to **Sales Manager Tommy Tozzi**. Photographic evidence of this delivery has been retained for my legal file.

**Legal Presumption of Lemon Status:**

Because this defect is likely to cause death or serious bodily injury, California law presumes the vehicle is a lemon after **two (2) repair attempts**. Having reached this threshold without a resolution, I am demanding that Honda Corporate:

1. **Escalate this case to NHTSA Investigator Stefanie Oldenburg (EA25004)**, as this vehicle exhibits the exact failure currently under federal engineering analysis.
2. **Authorize an immediate buyback/lease termination** or provide a Field Technical Specialist to install a Vehicle Data Recorder (VDR).

Failure to resolve this matter will result in the immediate filing of a Lemon Law claim. My family will not be placed at further risk in a vehicle known to stall in intersections.

Sincerely,



**CC:**

1. Norm Reeves Honda Superstore Vista (General Manager)
2. Stefanie Oldenburg, NHTSA Office of Defects Investigation

**Attachments:**

1. **EXHIBIT A: PROOF OF SERVICE OF NOTICE**
2. **EXHIBIT B: SERVICE REPORT**
3. **EXHIBIT C: ORIGINAL LETTER DELIVERED TO TOMMY TOZZI**

**EXHIBIT A: PROOF OF SERVICE OF NOTICE**

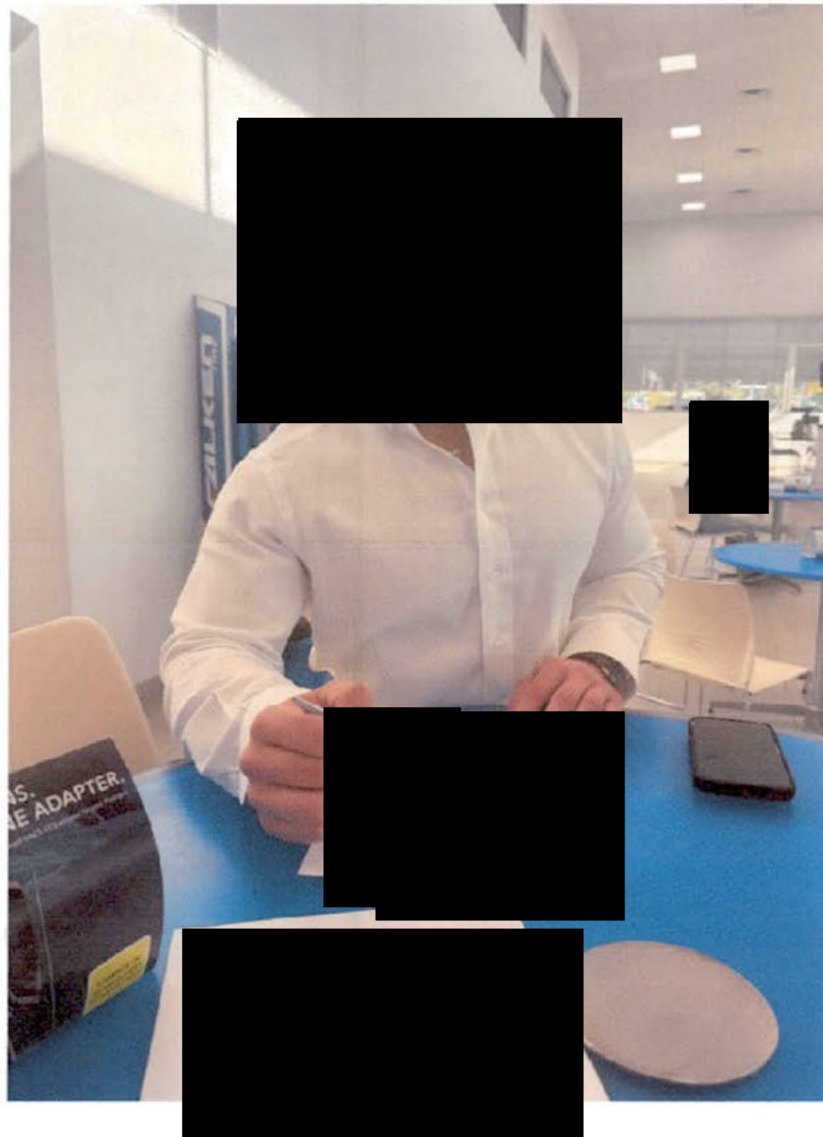
**Location:** Norm Reeves Honda Superstore Vista (Showroom)

**Date:** March 25, 2026 | **Time:** 4:30 PM

**Subject:** Sales Manager Tommy Tozzi accepting "Final Notice of Opportunity to Repair" for VIN [REDACTED]

**Note:** Recipient refused to initial or date the document; photographic evidence captured to verify physical receipt by dealership management.

- Also included as EXHIBIT C is a copy of the letter delivered to Sales Manager, Tommy Tozzi with request to deliver to Service Manager and General Manager, both of which were not on site. This current letter is slightly different than the original notice as I now have additional information to add.



**EXHIBIT B: SERVICE REPORT**



Norm Reeves Honda Superstore Vista  
 401 W Vista Way  
 Vista, CA 92083  
 (760) 216-5900  
 www.normreeveshondavista.com

E.P.A # CAL000446559  
 B.A.R # 294689

|                         |                     |          |                     |                 |
|-------------------------|---------------------|----------|---------------------|-----------------|
| CUSTOMER                | ADVISOR             | FACTOR   | SERVICE DATE        | WARRANTY NO.    |
| [REDACTED]              | Hannah Martinez     |          | 03/25/20            | 229473          |
|                         | YEAR / MAKE / MODEL | VIN      | DELIVERY DATE       | DELIVERY MILE   |
|                         | 2024 Honda Odyssey  | 29271    |                     |                 |
| VISTA, CA<br>Cell Phone |                     |          | DEALER / DEALER NO. | PRODUCTION DATE |
|                         |                     |          | S.S. DATE           |                 |
|                         |                     |          | MAR 24 20           |                 |
|                         | BUSINESS PHONE      | COMMENTS |                     |                 |

Labor and Parts  
**Job # 1 10 HSP MAINT A OIL** Hours: 0.30 Tech(s) 371 Warranty  
 REPLACE ENGINE OIL AND FILTER. PERFORM MULTI POINT INSPECTION FOR MAINTENANCE MINDER "A" SERVICE FOR HONDA SERVICE PASS COMPLIMENTARY PROGRAM.  
 MAINTENANCE  
 PERFORMED OIL CHANGE. INSTALLED OIL FILTER. TORQUED DRAIN PLUG. PERFORMED MPI. TOPPED OFF ALL FLUIDS. SET ALL TIRE PRESSURES. RESET MAINTENANCE INDICATOR.

| Parts Number  | Failed | Description          | Qty | Unit Price |
|---------------|--------|----------------------|-----|------------|
| 15400-PLM-A02 |        | FILTER, OIL          | 1   |            |
| 0W20          |        | SYN 0W20 OIL         | 4.5 |            |
| 94109-14000   |        | WASHER, DRAIN (14MM) | 1   |            |

Job # 1 Total Parts Warranty  
 Job # 1 Total Labor & Parts Warranty

**Job # 2 28 ELECTRICAL** Hours: 0.00 Tech(s) 114 Internal Work  
 Customer States The auto-start and stop is not working/FAILS TO AUTO START AFTER COMING TO A COMPLETE STOP. please check and advise  
 PERFORMED A COMPLETE VEHICLE DTC SCAN AND REVIEWED DATA LIST PARAMETERS RELATED TO THE AUTO IDLE STOP SYSTEM. NO INHIBITING CONDITIONS OR FAULTS WERE IDENTIFIED AT THE TIME OF INSPECTION. FOLLOWING COMPLETION OF ROUTINE MAINTENANCE (ENGINE OIL AND FILTER REPLACEMENT AND TIRE ROTATION), A CONTROLLED TEST DRIVE WAS PERFORMED UNDER NORMAL OPERATING CONDITIONS.

DURING INITIAL OPERATION, SYSTEM DISPLAY INDICATED AUTO IDLE STOP INHIBITED DUE TO ENGINE NOT YET AT OPERATING TEMPERATURE. ONCE ENGINE REACHED NORMAL OPERATING TEMPERATURE OF 187 DEGREES, AUTO IDLE STOP FUNCTION OPERATED AS DESIGNED WITH NO ABNORMALITIES OBSERVED.

ADVISE REFERENCING OWNER'S MANUAL FOR SYSTEM OPERATING PARAMETERS AND INHIBIT CONDITIONS. AUTO IDLE STOP FUNCTION MAY BE DISABLED BY PCM UNDER CERTAIN CONDITIONS INCLUDING, BUT NOT LIMITED TO: HIGH HVAC LOAD (A/C OPERATION), SEAT BELT STATUS (UNOCCUPIED/UNBUCKLED), BATTERY STATE OF CHARGE, ENGINE TEMPERATURE, AND OTHER SYSTEM MONITORING INPUTS.  
**NO CORRECTIONS AT THIS TIME. VEHICLE WORKING AS INTENDED.**

**Thank You**

for servicing your vehicle at NORM REEVES HONDA SUPERSTORE. We truly appreciate your business.

**Our goal is to Meet Your Expectations.** If for any reason you feel that we did not meet your expectations please let us know. Contact your service manager and let him know your concern.

**SERVICE & PARTS DEPARTMENT HOURS**

MONDAY - FRIDAY  
 7:00 AM - 6:00 PM  
 SATURDAY  
 7:00 AM - 5:00 PM  
 SUNDAY  
 CLOSED

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**EXHIBIT C: ORIGINAL LETTER DELIVERED TO TOMMY TOZZI WITH REQUEST TO DELIVER TO GENERAL MANAGER AND SERVICE MANAGER**

[REDACTED]  
[REDACTED]  
Vista, CA [REDACTED]  
[REDACTED]

**March 25, 2026**  
**VIA CERTIFIED MAIL & HAND DELIVERY**

**To: Service Manager and General Manager**  
**Norm Reeves Honda Superstore, Vista**  
401 W Vista Way Suite A  
Vista, CA 92083

**RE: NOTICE OF UNREPAIRED SAFETY DEFECT & FINAL OPPORTUNITY TO REPAIR**

**Vehicle: 2024 Honda Odyssey | VIN: [REDACTED] | RO: [REDACTED]**

**Mileage at First Report: 29,271**

To Management,

I am writing regarding my leased 2024 Honda Odyssey. On March 25, 2026, I presented this vehicle to your facility with a severe safety defect: the engine intermittently fails to restart after an Auto-Idle Stop, leaving the vehicle stranded in live traffic. Your facility returned the vehicle to me today stating the issue "could not be duplicated."

Under the **California Song-Beverly Consumer Warranty Act (Civ. Code § 1793.22)**, a vehicle is presumed a "lemon" if a defect likely to cause death or serious bodily injury is not repaired after **two (2) attempts**. My report at 29,271 miles constitutes the **first attempt**.

**This letter serves as formal notice to American Honda and Norm Reeves Honda that the defect persists.** I am aware of **Honda TIS Priority Action (NHTSA ID: MC-11021751-0001)** and the ongoing **NHTSA Engineering Analysis (EA25004)** regarding this exact failure.

Because this is a life-threatening safety issue, I am demanding the following:

1. Immediate escalation to a **Honda Field Technical Specialist**.
2. Installation of a **Vehicle Data Recorder (VDR)** during my next visit to capture the failure.
3. Confirmation that this safety defect will be resolved under warranty, as it was first documented well before the 36,000-mile limit.

I will be contacting you to schedule a **final repair attempt** shortly. Please be advised that if the defect is not corrected during that visit, I will proceed with a formal Lemon Law demand for a full lease buyback, including a refund of my down payment and all monthly installments.

Sincerely,

[REDACTED]

**CC: American Honda Motor Co., Inc.**  
Honda Automobile Customer Service Mail Stop: CHI-5 1919  
Torrance Blvd.  
Torrance, CA 90501-2746

VISTA, CA

Stetanie Odenburg  
NATSA Office of District Investigation  
1200 New Jersey Ave. SE, West Bldg.  
Washington, D.C. 20590

R21 SA 25004

20590-

**Retail**



U.S. POSTAGE PA  
FORM LETTER  
VISTA, CA 92083  
MAR 30, 2026

RDC 99



20590

**\$6.08**

S2324M501846-08



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

**CERTIFIED MAIL**®