



## **AUTOMOBILE DIVISION**

American Honda Motor Co., Inc.  
1919 Torrance Blvd., P.O. Box 2215  
Torrance, CA 90509-9870

Spring 2011

### **IMPORTANT SAFETY RECALL NOTICE**

Dear Odyssey Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

#### **What is the reason for this notice?**

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2011 model year Odyssey vehicles. There is a potential failure with the driver and the front passenger door power windows in which the window may come off the track causing the window to become inoperative and preventing it from being rolled up or down or it could drop into the door. It is possible that the window may shatter into the passenger cabin causing a risk of injury to the vehicle occupants.

#### **What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace either the front passenger door window or both front door windows, free of charge. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

#### **Who to contact if you experience problems?**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).

#### **What to do if you feel this notice is in error.**

Our records show that you are the current owner or lessee of a 2011 Odyssey involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

#### **Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

#### **If you have questions.**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Honda Automobile Division**