



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

March 2012

NHTSA Recall 12V-062

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 2008 and 2009 model year Odyssey vehicles equipped with a power-operated rear liftgate. The power liftgate gas struts may deteriorate unexpectedly early. Struts that have worn out prematurely may fail to hold the power liftgate in the fully open position, causing the power liftgate to close unexpectedly. Injury may result from a power liftgate closing unexpectedly when a person is within the closing path of the liftgate.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace both power liftgate gas struts. The replacement process may be completed in approximately 12 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling. This work will be done *free of charge*.

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 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you already had your vehicle repaired for this issue.

If you previously paid to have the liftgate struts replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

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 1-800-999-1009, and select option 4. You can also locate a dealer online at Hondacars.com.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign #S22 / Service Bulletin #12-011