

NHTSA Consumer Complaints as of October 13, 2017

15 10995402 2015 HONDA ODYSSEY Seats TL\* THE CONTACT OWNS A 2015 HONDA ODYSSEY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V933000 (SEATS); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. LOS ANGELES CA Failure Date: 04/11/2017

15 10965869 2015 HONDA ODYSSEY Seats TL\* THE CONTACT OWNS A 2015 HONDA ODYSSEY. WHILE DRIVING 35 MPH, THE CONTACT SLAMMED ON THE BRAKES AND THE SECOND ROW SEAT ON THE DRIVER'S SIDE DETACHED AND HIT THE BACK OF THE FRONT DRIVER'S SEAT. THE CHILD OCCUPYING THE SEAT SUSTAINED MINOR INJURIES, WHICH DID NOT REQUIRE MEDICAL ATTENTION. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V933000 (SEATS); HOWEVER, THE RECALL WAS NOT REMEDIED DUE TO LACK OF COMMUNICATION FROM THE MANUFACTURER. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE FAILURE MILEAGE WAS APPROXIMATELY 40,000. LADERA RANCH CA Failure Date: 03/14/2017

15 10971713 2015 HONDA ODYSSEY Seats TL\* THE CONTACT OWNS A 2015 HONDA ODYSSEY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V933000 (SEATS) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE DEALER INDICATED THAT THE PARTS HAD BEEN ON A NATIONAL BACK ORDER. THE MANUFACTURER COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT WAS NOT EXPERIENCING A FAILURE. PARTS DISTRIBUTION DISCONNECT. DAVIE FL Failure Date: 12/19/2016

NHTSA Consumer Complaints as of October 13, 2017

15 10762844 2015 HONDA ODYSSEY Seats THE HEADREST FOR THE DRIVER'S SEAT IS MY PROBLEM. I HAVE TO LEAN MY HEAD FORWARD TO KEEP THE HEADREST FROM PUSHING MY HEAD FORWARD. THIS IS CAUSING ME TO HAVE NECK AND SHOULDER PAIN. I TRIED LEANING THE DRIVER'S SEAT BACK BUT THEN I HAD NO SUPPORT FOR MY BACK AND THAT CAUSED ME TO HAVE NECK AND SHOULDER PAIN. I NEED A HEADREST THAT I CAN ADJUST TO GO BACK FURTHER. ALSO, THE HEADRESTS ON THE 3RD ROW GO UP SO HIGH THAT VISIBILITY OUT OF THE BACK WINDOW IS OBSCURED AND I FOUND THAT I COULD ONLY USE MY SIDE VIEW MIRRORS.

TITUSVILLE FL Failure Date: 09/05/2015

15 10870800 2015 HONDA ODYSSEY Seats HEADREST NOT ADJUSTABLE FORWARD TO BACK. WHEN INSTALLED PROPERLY, FORCES THE NECK FORWARD SO A CLEAR SAFE DRIVING POSITION CAN'T BE ACHIEVED. ONLY WAY TO DRIVE SAFELY IS TO REMOVE THE HEADREST WHICH LEAVES NO NECK SUPPORT IN THE EVENT OF A CRASH. NO ABILITY TO DECREASE THE FORWARD ANGLE OF THE HEADREST, NO REPLACEMENT AVAILABLE. TO STRAIGHTEN NECK, SEAT MUST BE RECLINED TO THE POINT WHERE THE SEAT DOESN'T MAKE CONTACT WITH YOUR BACK CAUSING ADDITIONAL SAFETY ISSUES. FLOSSMOOR IL Failure Date: 05/22/2015