

NHTSA Consumer Complaints as of December 21, 2018

4 11066001 2015 HONDA ODYSSEY Seats RECENTLY WHILE DRIVING WITH MY TWO SONS IN THE OUTWARD POSITION IN THE MIDDLE ROW, A STRANGE CLICKING CAME FROM THE DRIVER SIDE MIDDLE SEAT. MY 5 Y/O SON SAID "MY SEAT IS MOVING". THE BACK OF THE SEAT WAS NO LONGER LOCKED INTO POSITION AND WAS MOVING FREELY BACK AND FORTH WITH MINIMAL EFFORT. WE WERE DOING NORMAL STOP AND GO, RUSH HOUR CITY DRIVING WITH NO HARD STOPS AND NO SUDDEN BRAKES. I CONTACTED THE DEALER WHO SAID THERE WAS A RECALL HOWEVER THE PARTS WERE NOT AVAILABLE YET. LITTLETON CO Failure Date: 01/30/2018

4 11060833 2015 HONDA ODYSSEY Seats RE: HONDA RECALL NHTSA RECALL NUMBER: 17V-725 DEAR SIR/MADAM, MY HONDA 2015 ODYSSEY IS IN THE RECALL SCOPE, THE HONDA RECALL S0G WAS ANNOUNCED AT NOV.17, 2017. IT IS STILL ON INCOMPLETE AND NO MORE ACTIONS ABOUT REMEDY. I DID CALL HONDA TO ASK THE SCHEDULE, THEY RESPONDED ME THAT THERE IS NO VALID SOLUTION AND SCHEDULE ACCORDING THEIR INTERNAL COMMUNICATION. I AM DISAPPOINTED AND WORRIED ON THIS RECALL SINCE MY CHILDREN SEAT THE 2ND ROW SEATS EVERYDAY. MAY I KNOW IF THERE IS TIME CONSTRAINT TO HONDA TO CLOSE THE RECALL WITH ACTIONS? I REALLY WANT TO GET AN EXPLICIT SOLUTION AND SCHEDULE FROM HONDA TO SOLVE THE POTENTIAL RISK. RIDGEWOOD NJ Failure Date: 01/05/2018

4 11058132 2015 HONDA ODYSSEY Seats I RECEIVED A RECALL NOTICE FOR MY 2015 HONEY ODYSSEY ON JANUARY 2, 2018. I FIRST READ OF THE ISSUE IN THIS NOTICE SEVERAL MONTHS AGO. HONDA STILL HAS NO REMEDY AVAILABLE AND THE FIX IS NOT TIMELY. HONDA HAS BEEN AWARE OF THIS ISSUE FOR MONTHS AND YET HAD FAILED TO CORRECT THE SEATS FROM LATCHING IMPROPERLY. FURTHERMORE, THIS IS THE SECOND SEAT RELATED RECALL WE HAVE HAD SINCE WE LEASED THIS VEHICLE IN JUNE 2015. TEANECK NJ Failure Date: 01/02/2018

4 11078910 2015 HONDA ODYSSEY Seats TL\* THE CONTACT OWNS A 2015 HONDA ODYSSEY. THE CONTACT WAS CONCERNED THAT THE

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VEHICLE WAS UNSAFE TO DRIVE DUE TO RECEIVING A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 17V725000 (SEATS). THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. WILDE HONDA SARASOTA (7333 S TAMIAMI TRAIL, SARASOTA, FL 34231, (941) 923-3413) CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. \*JS PINELLAS PARK FL Failure Date: 12/29/2017

4 11062793 2015 HONDA ODYSSEY Seats THE DRIVER'S SIDE MIDDLE ROW SEAT'S SEAT BACK OF OUR 2015 HONDA ODYSSEY WILL NOT LOCK INTO PLACE. NO ONE CAN SIT IN THAT SEAT BECAUSE THE SEAT BACK EITHER RECLINES BACK OR FOLDS FORWARD. WHEN UNOCCUPIED AND THE CAR IS IN MOTION, IT WILL ADJUST ON ITS OWN AT TIMES (YOU HEAR THE CLICKING/GRINDING). UPON DISCOVERING THIS ISSUE IN LATE DECEMBER 2017, WE IMMEDIATELY STOPPED USING THE SEAT (DESPITE THE TREMENDOUS INCONVENIENCE THIS CAUSED TO TRANSPORTING OUR FAMILY OF 6) AND CONTACTED HONDA CORPORATE (CASE NUMBER 06564580) AND WERE ADVISED THAT THE SEAT BACK ISSUE WAS NOT PART OF THE TWO OTHER RECALLS INVOLVING THE ODYSSEY'S MIDDLE ROW SEATS AND TO TAKE OUR VEHICLE TO THE DEALER. WE REMOVED THE SEAT FROM THE VEHICLE UNTIL WE WERE ABLE TO GET IT INSPECTED GIVEN OUR CONCERN FOR MIDDLE AND THIRD ROW PASSENGER SAFETY. ON JANUARY 15, 2018, THE DEALER INSPECTED THE SEAT AND FOUND THAT THE SEAT BACK ADJUSTMENT MECHANISM WAS BROKEN. WHEN I ASKED HOW THIS HAPPENED, THE SERVICE REP COULD NOT IDENTIFY THE CAUSE DEFINITELY , BUT HE SPECULATED PERHAPS SOMEONE FORCED IT TO RECLINE OR "SOMEONE HAD A BAD DAY AT THE FACTORY." I FIND THE FORMER CAUSE SUSPECT. REGARDLESS, I QUESTION WHY A SEAT BACK IN A MOTOR VEHICLE WOULD NOT BE DESIGNED TO WITHSTAND FORCES ASSOCIATED WITH NORMAL PASSENGER USE GIVEN THE POTENTIAL FOR SIGNIFICANT FORCES THAT COULD OCCUR IN THE UNFORTUNATE EVENT OF A HIGH SPEED

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MOTOR VEHICLE COLLISION. ULTIMATELY, I WAS ADVISED BY THE DEALER THAT I WOULD NEED A NEW SEAT BACK FRAME - 81726-TK8-A22 -- 530.00 - TO RENDER THE EXISTING SEAT FUNCTIONAL AGAIN. SEE ATTACHED INVOICE AND PHOTOS. INDIANAPOLIS IN Failure Date: 12/25/2017

4 11081046 2015 HONDA ODYSSEY Seats TL\* THE CONTACT OWNS A 2015 HONDA ODYSSEY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V725000 (SEATS); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. OURISMAN HONDA IN BETHESDA, MARYLAND WAS MADE AWARE OF THE RECALL AND STATED THAT THE PARTS WERE UNAVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. BALTIMORE MD Failure Date: 12/01/2017

4 11084049 2015 HONDA ODYSSEY Seats TL\* THE CONTACT OWNS A 2015 HONDA ODYSSEY. THE CONTACT RECEIVED RECALL NOTIFICATIONS FOR NHTSA CAMPAIGN NUMBERS: 18V170000 (SEATS) AND 17V725000 (SEATS). THE CONTACT STATED THAT BOTH REAR SEATS ON THE SECOND ROW OF THE VEHICLE EXPERIENCED LATCH MALFUNCTIONS. THE CONTACT CALLED FINDLAY HONDA HENDERSON (933 AUTO SHOW DRIVE, HENDERSON, NV 89014, (702) 568-3500) WHO STATED THAT PARTS WERE NOT AVAILABLE AND WAS NOT SURE WHEN THEY WOULD ARRIVE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. PARTS DISTRIBUTION DISCONNECT FOR NHTSA CAMPAIGN NUMBER: 17V725000 AND VIN TOOL CONFIRMS PARTS NOT AVAILABLE FOR 18V170000. THE FAILURE MILEAGE WAS 34,940. HENDERSON NV Failure Date: 12/01/2017

4 11054043 2015 HONDA ODYSSEY Seats THE SEAT RECLINE LATCHING MECHANISM ON ONE OF THE SECOND ROW SEATS HAS FAILED AND ALLOWS THE SECOND ROW TO COLLAPSE BACK INTO THE THIRD ROW SEAT. THE LATCH WILL NOT LATCH AT ALL. THIS PUTS THE PERSON SITTING IN THE 3RD ROW AT HIGH RISK OF INJURY IF THIS OCCURS IN A REAR END COLLISION.

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FORTUNATELY, THIS WAS DISCOVERED WITHOUT INJURY.

BISHOP GA Failure Date: 06/24/2017

4 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

4 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

4 11065894 2015 HONDA ODYSSEY Seats TAKATA RECALL THE SEATS ARE NOT STABLE WHILE DRIVING. MOSTLY TURNING ON A HIGHWAY. AIR BAG SIGN SHOWING OFF DURING DRIVING. WINCHESTER MA Failure Date: 01/04/2017

4 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

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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

4 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

4 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