

NHTSA Consumer Complaints as of March 12, 2019

3 11089092 2016 HONDA ODYSSEY Seats RE RECALL 17V-725 -
YOU AND AMERICAN HONDA SENT A LETTER IN APRIL 2018 STATING THE FIX
WAS READY AND SHOULD ONLY TAKE (APPROXIMATELY) 30 MINUTES. WE
CONTACTED GERALD JONES HONDA IN EVANS, GA AND MADE AN
APPOINTMENT, AT WHICH TIME WE WERE TOLD TO EXPECT MORE LIKE 1.5-2
HOURS. WE THEN CALLED AMERICAN HONDA AT (888) 234-2138 TO COMPLAIN
THAT WE WERE QUOTED 2 HOURS FOR A 30-MINUTE FIX. AMERICAN SAID
THAT A CASE MANAGER LOOKED AT MY QUESTION, CONTACTED GERALD
JONES AND WAS TOLD IT WOULD BE MORE LIKE 1-1.5 HOURS SO AMERICAN
WOULD NOT TELL LOCAL GERALD JONES TO DO IT FASTER OR TO MAKE A
LOANER VEHICLE AVAILABLE; AMERICAN HONDA BASICALLY SAID THEY DON'T
HAVE TO OVERSEE THE EFFECTIVENESS OF SERVICE BY INDEPENDENT
LOCAL DEALERS IN ACCOMPLISHING THE RECALL YOU BOTH SAID SHOULD
TAKE ONLY 30 MINUTES. WE ARRIVED TO APPOINTMENT EARLY AND HAD
TICKET SUBMITTED EVEN BEFORE APPOINTMENT TIME. MY WIFE AND KID
THEN JUST SAT IN WAITING ROOM FOR 1.5 HOURS WITH NOBODY GIVING ANY
UPDATES UNTIL SOMEONE ASKED IF EVERYONE WAS OK TO WHICH MY WIFE
RESPONDED THAT SHE WANTED AN UPDATE ON OUR VAN. 15 MINUTES
LATER, THAT PERSON STILL HADN'T RETURNED WITH AN UPDATE SO MY WIFE
WENT OUT TO SERVICE AREA TO GET HER OWN UPDATE. IT'S FINALLY DONE
AS OF ALMOST 2 HOURS AFTER APPOINTMENT TIME, BUT NEEDS SOME FINAL
PAPERWORK. SHE IS THEN ESCORTED 1/2 WAY TO VAN AND SHOWN WHERE IT
IS. SHE ARRIVES AT VAN WITH KID IN TOW ONLY TO LEARN FOR THE FIRST
TIME THAT THE TWO CHILD CAR SEATS HAVE BEEN REMOVED AND LEFT IN
THE TRUNK. NOBODY GAVE A HEADS UP. NOBODY OFFERED TO GIVE HER
ASSISTANCE TO GET THE CAR SEAT INSTALLED WHILE ALSO WRANGLING THE
TODDLER. SO, IN SUM, IS IT APPROPRIATE FOR GERALD JONES HONDA IN
EVANS, GA TO MAKE A RECALL CUSTOMER SIT AROUND WAITING FOR MORE
THAN 2 HOURS BEFORE FINALLY DRIVING OFF FOR A RECALL THAT NHTSA AND
AMERICAN HONDA REPRESENTED IN THEIR APRIL 2018 LETTER SHOULD ONLY
TAKE 30 MINUTES? NO GROVETOWN GA Failure Date: 04/20/2018

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3 11088329 2016 HONDA ODYSSEY Seats THERE WAS AN RECALL, RECALL NUMBER 17V-725, BUT THE DEALER OR MANUFACTURER CLEARLY DIDNØT MENTION WHEN THEY WILL ASK US TO GET THE VEHICLE INTO THE LOCAL DEALER FOR REPAIR. WE DIDNØT EVEN RECEIVE ANY PHONE CALL FROM LOCAL DEALER ASKING US TO COME IN AND GET THE VEHICLE REPAIRED. COLUMBUS IN Failure Date: 04/12/2018

3 11066071 2016 HONDA ODYSSEY Seats TL* THE CONTACT OWNS A 2016 HONDA ODYSSEY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V725000 (SEATS). THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE HONDA DEALER (DON JACOBS HONDA, 2699 REGENCY RD, LEXINGTON, KY 40503, (859) 276-5555) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. *TT *TR LEXINGTON KY Failure Date: 01/31/2018

3 11054721 2016 HONDA ODYSSEY Seats SEAT IN THE SECOND ROW BEHIND THE DRIVER SIDE, TIPPED FORWARD AFTER A STOP. MY 4 Y/O WAS IN HIS CAR SEAT AT THE TIME. EXITED A GARAGE, TURNED RIGHT ONTO THE LOCAL STREET, STOPPED AT THE LIGHT ON THE CORNER. MY SON, WHILE STILL IN HIS CAR SEAT, TILTED FORWARD ONTO THE BACK OF MY DRIVER SIDE SEAT. IT WAS A TRAUMATIC EXPERIENCE. THERE WASN'T ENOUGH PRESSURE AND THAT MUST BE WHY THE SEAT BELT DIDN'T LOCK. GLAD I WASN'T ON THE HIGHWAY. STATEN ISLAND NY Failure Date: 12/02/2017

3 11055881 2016 HONDA ODYSSEY Seats TL* THE CONTACT OWNS A 2016 HONDA ODYSSEY. THE CONTACT STATED THAT THE SECOND ROW SEATS TIPPED FORWARD WHILE BRAKING WITH NO WARNING. AS A RESULT, A CHILD PASSENGER SUSTAINED MINOR PAIN AND BRUISING, WHICH REQUIRED MEDICAL TREATMENT. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN

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NUMBER: 17V725000 (SEATS), BUT THE CONTACT WAS NOT NOTIFIED. THE DEALER HAD NOT BEEN CONTACTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS WAITING TO DETERMINE WHEN THE REMEDY AND PART WOULD BE SUPPLIED TO THE DEALER. THE APPROXIMATE FAILURE MILEAGE WAS 5,700. ISSAQUAH WA Failure Date: 11/27/2017

3 11062401 2016 HONDA ODYSSEY Seats TL* THE CONTACT OWNS A 2016 HONDA ODYSSEY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V725000 (SEATS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER (RICHFIELD BLOOMINGTON HONDA, 501 W 77TH ST, RICHFIELD, MN 55423) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT CONTACTED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. ROSEMOUNT MN Failure Date: 11/17/2017

3 11063032 2016 HONDA ODYSSEY Seats TL* THE CONTACT OWNS A 2016 HONDA ODYSSEY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V725000 (SEATS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER (RACINE HONDA, 9501 WASHINGTON AVE, RACINE, WI 53406) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT CONTACTED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. RACINE WI Failure Date: 11/17/2017

3 11015470 2016 HONDA ODYSSEY Seats WHEN MAKING A RIGHT HAND TURN THE TRUCK IN FRONT OF MY STOPPED STUDDENLY, SO I DID TOO. WHEN I STOPPED, THE CAPTAIN CHAIR ON THE SECOND ROW BEHIND THE DRIVER SEAT RELEASED THROWING MY 2 YEAR OLD INTO THE BACK OF THE

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DRIVER SEAT. BESIDES HITTING HIS NOSE PRETTY HARD THERE ARE NO OTHER INJURIES. WE ARE A BIT NERVOUS TO DRIVE OUR VAN AS THE CAPTAIN SEAT SHOULD STAY PUT. WHEN I CALLED THE DEALER, THEY CONFIRMED THAT MY VIN IS NOT PART OF THE CURRENT RECALL FOR THIS PROBLEM. I DID NOT GET ANY PICTURES OF THE ACTUAL SEAT TIPPED FORWARD AS MY TOP PIRORITY WAS TO GET MY SON INTO PROPER UPRIGHT POSITION, BUT I DID GET SOME PICTURES OF THE AFTERMATH. KAYSVILLE UT

Failure Date: 08/15/2017

3 10995339 2016 HONDA ODYSSEY Seats I WAS DRIVING ON A CITY STREET AND BRAKED HARD TO AVOID ANOTHER CAR AND THE SECOND ROW SEAT FLIPPED FORWARD. MY CHILD, WHO WAS IN HIS CARSEAT, HIT HIS HEAD ON THE FRONT ROW, PASSENGER SEAT. LOS ANGELES

CA Failure Date: 06/14/2017

3 10979992 2016 HONDA ODYSSEY Seats MY THREE YEAR OLD GRAND DAUGHTER WAS BUCKLED INTO CAR SEAT IN SECOND ROW PASSENGER SIDE. THE FRONT PASSENGER SEAT WAS MOVED ALL THE WAY FORWARD TO ALLOW EASY EXIT FOR HER AND HER BOOK BAG. I STOPPED SUDDENLY FOR A YELLOW LIGHT. THE SEAT MY GRAND DAUGHTER WAS IN FLEW FORWARD AND LANDED HER FACE ON THE SEAT IN FRONT OF HER. SHE WAS SCREAMING, I HAD TO LEAN OVER AND PUSH HER SEAT BACK INTO PLACE. I WAS DRIVING BETWEEN 35-45 MPH. AT FIRST IN MY MIND I THOUGHT IT WAS JUST THE CAR SEAT BUT KNEW IN WAS WELL STRAPPED DOWN, I WAS SHOCKED TO SEE THE WHOLE SEAT LEANING FORWARD. SHE HAS A FEW BRUISES ON HER FACE. I DROVE TO THE HONDA DEALER TO EXPLAIN IT TO THEM. I WILL BE DROPPING THE CAR BACK OFF THERE TONIGHT WHEN MY HUSBAND CAN DRIVE US HOME. AIKEN SC Failure Date:

04/20/2017

3 11061268 2016 HONDA ODYSSEY Seats WHILE DRIVING WITH 6 YEAR OLD IN 2ND ROW SEAT IN HER CAR SEAT, HAD TO SLAM ON BRAKES TO AVOID COLLISION TO HAVE THE SEAT (HONDA SEAT) UNLATCH FROM FLOOR AND FLING HER INSIDE OF HER CAR SEAT (CHILD SEAT) FACE FIRST INTO THE

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BACK OF THE PASSENGER SEAT. ONCE STOPPED AND REMOVED HER AND I PUSHED THE SEAT BACK DOWN HARD, HEARD IT CLICK AND THEN RELEASED AND DID AGAIN, PULLED ON IT SEVERAL TIMES AND SEEMED SECURE. 3 DAYS GO BY, AND NOW MY SON IS IN THAT SEAT. WE WERE DRIVING HOME YESTERDAY AND AGAIN, SOMEONE CUT ME OFF WITHOUT MUCH STOPPING DISTANCE AND SLAMMED ON MY BRAKES YET AGAIN. THIS TIME HE WAS FLUNG FACE FIRST INTO THE BACK OF THE PASSENGER SEAT, AND HITTING THE TOP OF HIS HEAD ON THE METAL PART OF THE HEAD REST THAT WAS PULLED UP. BOTH RESULTED IN SCREAMING, CRYING, PAIN, AND BEING FRIGHTENED TO BE IN THAT SEAT. THIS IS NOT OKAY. BOTH INCIDENTS WERE ON CITY ROADS IN SOUTH FLORIDA DURING DRY WEATHER. COCONUT CREEK FL Failure Date: 01/07/2017

3 10938818 2016 HONDA ODYSSEY Seats TL* THE CONTACT OWNS A 2016 HONDA ODYSSEY. WHILE DRIVING 35 MPH, THE MIDDLE ROW PASSENGER SEAT UNEXPECTEDLY SHIFTED FORWARD, WHICH CAUSED THE PASSENGER'S HEAD TO HIT THE FRONT PASSENGER SEAT. THE CONTACT NOTICED THAT THE FAILURE WAS SIMILAR TO NHTSA CAMPAIGN NUMBER: 16V933000 (SEATS); HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000. HALETHORPE MD Failure Date: 12/29/2016

3 10983115 2016 HONDA ODYSSEY Seats TL* TAKATA RECALL. THE CONTACT OWNS A 2016 HONDA ODYSSEY. THE CONTACT STATED THAT THE SEATS FAILED TO MOVE BACK AND FORTH. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS KEPT FOR TWO DAYS. THE DEALER STATED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V933000 (SEATS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT AWARE OF THE FAILURE. THE CONTACT CALLED THE MANUFACTURER, BUT THERE WAS NO RESPONSE. THE

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FAILURE MILEAGE WAS 9,000. PARTS DISTRIBUTION DISCONNECT.

BROOKLYN NY Failure Date: 12/20/2016

3 10888011 2016 HONDA ODYSSEY Seats THE HEADREST (OR MORE ACCURATELY, "HEAD RESTRAINT") OF THE DRIVER'S SEAT FORCES MY HEAD TO TILT FORWARD IN MY NORMAL SITTING POSITION. I AM 6' 2" AND LIKE TO PRACTICE GOOD POSTURE BY SITTING UPRIGHT AND STRAIGHT. WHILE SITTING WITH MY BACK STRAIGHT, AND NOT RECLINING THE SEAT, MY NECK MUST BEND FORWARD ABOUT 15 DEGREES TO CONFORM TO THE HEADREST. ANY BUMPS IN THE ROAD RESULT IN THE HEADREST TAPPING AND PUSHING THE BACK OF MY HEAD. I FEEL LIKE A BOBBLE-HEAD! THIS CAUSES ME CONSTANT IRRITATION AND DISTRACTS ME FROM DRIVING. TO COMPENSATE FOR THIS AWKWARD HEADREST DESIGN, I MUST RECLINE MY SEAT BACKWARD FURTHER THAN I FIND COMFORTABLE, OR SLOUCH, WHICH IS ALSO UNCOMFORTABLE. I HAVE HEARD MANY TALL AND SHORT PEOPLE COMPLAIN OF THIS SAME ISSUE, FOR THIS VEHICLE AND MANY OTHER NEW MODELS OF VARIOUS BRANDS. AN ADJUSTABLE ANGLE ON THE HEADREST WOULD BE EXCELLENT. ALTERNATIVELY, OFFERING A CHOICE OF HEADRESTS WITH VARIOUS ANGLES WOULD BE ACCEPTABLE. THE STANDARD HEADREST SEEMS TO BE ANGLED FORWARD APPROXIMATELY 25 DEGREES. HOW ABOUT OFFERING ADDITIONAL HEADREST THAT HAVE LESS OF AN ANGLE, LIKE 20, 15, 10 AND 5 DEGREES? MUNCIE IN Failure Date: 07/24/2016

3 10885688 2016 HONDA ODYSSEY Seats I EXPERIENCED INTENSE BACK PAIN AFTER DRIVING MY 2016 HONDA ODYSSEY FOR ABOUT 8 HOURS (STOPPING ABOUT EVERY 1 1/2 HOURS FOR A BREAK) MY BACK COMPLETELY GAVE OUT AND FELL TO THE GROUND WHEN I TRIED TO STAND UP AFTER PICKING UP SOME TRASH FROM BEHIND THE FRONT SEAT. I WAS IN INTENSE PAIN AND WAS INCAPACITATED FOR A WEEK. I WENT TO A DOCTOR WHO X-RAYED MY BACK, BUT FOUND NO PROBLEMS WITH MY DISCS. I DROVE MY ODYSSEY TODAY FOR TWO TRIPS OF 1 1/2 HOURS EACH AND I COULD

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NOT FIND ANY SEAT POSITION WHERE MY BACK DID NOT HURT.

MARINETTE WI Failure Date: 07/10/2016

3 10884644 2016 HONDA ODYSSEY Seats THE THIRD ROW HEAD RESTRAINTS, WHEN THE SEATS ARE IN USE, NEED TO BE ALL THE WAY UP. BECAUSE THEY ARE SO TALL AND WIDE, EACH RESTRAINT COVERS APPROXIMATELY 1/5 OF THE REAR WINDOW, CAUSING A LARGE BLIND SPOT. THIS IS AN ACCIDENT WAITING TO HAPPEN. KIRKLAND WA

Failure Date: 07/01/2016

3 10898722 2016 HONDA ODYSSEY Seats THE DRIVER'S HEAD RESTRAINT CAUSES SIGNIFICANT NECK AND BACK PAIN BECAUSE THE RESTRAINT PUSHES MY HEAD FORWARD SO THAT MY CHIN TILTS DOWN TOWARD MY CHEST. THIS ALSO MAKES IT DIFFICULT TO LOOK STRAIGHT AHEAD AT THE ROAD. I HAVE TRIED ALL VERTICAL POSITIONS OF THE HEAD RESTRAINT. I HAVE TRIED ADJUSTING THE LUMBAR SUPPORT. I HAVE TRIED ADDING A NECK SUPPORT PILLOW. NOTHING HAS WORKED. THE OWNER'S GUIDE SAYS, "THE CENTER OF THE BACK OF THE OCCUPANT'S HEAD SHOULD REST AGAINST THE CENTER OF THE RESTRAINT. THE TOPS OF THE OCCUPANT'S EARS SHOULD BE LEVEL WITH THE CENTER HEIGHT OF THE RESTRAINT" (PAGE 42). I AM UNABLE TO SIT WITH THE RESTRAINT IN THE RECOMMENDED POSITION (OR ANY POSITION) WITHOUT SIGNIFICANT NECK AND BACK PAIN AND WITHOUT DIFFICULTY LOOKING FORWARD. THE OWNER'S MANUAL GOES ON TO GIVE THE FOLLOWING WARNING: "IMPROPERLY POSITIONING HEAD RESTRAINTS REDUCES THEIR EFFECTIVENESS AND INCREASES THE LIKELIHOOD OF SERIOUS INJURY IN A CRASH." THEREFORE, I DO NOT FEEL SAFE ADJUSTING THE RESTRAINT IN ANY OTHER UN

RECOMMENDED POSITION. ADDITIONALLY, THE OWNER'S GUIDE GIVES INSTRUCTIONS FOR THE HEAD RESTRAINTS TO OPERATE AS DESIGNED: "FOR A HEAD RESTRAINT SYSTEM TO WORK PROPERLY: Ø DO NOT HANG ANY ITEMS ON THE HEAD RESTRAINTS, OR FROM THE RESTRAINT LEGS. Ø DO NOT PLACE ANY OBJECT BETWEEN AN OCCUPANT AND THE SEAT-BACK. Ø INSTALL EACH RESTRAINT IN ITS PROPER LOCATION" (PAGE 43). THEREFORE, PLACING ANY

