

This is an electronic version of the letter that will be mailed to you. Please wait until you receive the actual letter before contacting your dealer.



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

October 2013

NHTSA Recall 13V-412

IMPORTANT SAFETY RECALL NOTICE

Dear Honda 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 2003–2004 model year Odyssey vehicles. There is a potential failure with the SRS electronic control unit which may cause an airbag to deploy without a crash. An airbag that inadvertently deploys while the vehicle is in motion may distract the driver, increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle's airbag system repaired **at no cost to you**. The complete repair process may take approximately 60 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.

Please note that this repair will only correct a condition that cannot be detected by the airbag control unit and therefore does not result in the illumination of the SRS malfunction indicator light. If your vehicle has a problem that is causing the SRS malfunction indicator light to illuminate, this recall will not address that condition. Please ask your servicing dealership to open a separate repair ticket to diagnose and repair that separate problem.

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>. We apologize for any inconvenience this product improvement may cause you.

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

Registration records indicate that you are the current owner or lessee of a 2003–04 Honda Odyssey involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

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

If you previously paid to have your airbag system repaired as a result of an inadvertent deployment, 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 800-999-1009, and select option 4. U.S. customers can also locate a dealer online at Hondacars.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign #JC2 / Service Bulletin #13-088