

10079296

Haller, Stephanie

From: ODIWebUser@www-odi.nhtsa.dot.gov
Sent: Saturday, February 28, 2004 11:08 AM
To: Data, Odi
Subject: Comments from ODI web user

FULL NAME: [REDACTED]
EMAIL : [REDACTED]
SUBJECT : Kindly Request Recall Advice

Complaint

WEB USER COMMENTS:

Make: Honda
Model: Accord Ex
Year: 1995
VIN: 1HGCD5560S[REDACTED]
Campaign ID: [REDACTED]
Component: Air Bags

Dear NHTSA,

I purchased the above mentioned vehicle a little over two years ago. I believe that I am the third owner of this vehicle. Within the past six months, the SRS light has come on. I have taken the car to a repair shop, and the mechanics have said that the SRS Electronic Control Unit needs to be replaced (and it is rather costly). The car is less than ten years old. Since I am not the original owner, do I have any recourse in this matter? How can I find out if the module has ever been replaced, or if it is still the original module? If it is the original module, and if you believe that I should be able to get the unit replaced under the recall, what should be my next step?

Sincerely,
[REDACTED]

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

Mr. [REDACTED]

The e-mail address that you use to report the problem of your vehicle was to be made inactive in mid 2003. However, we just recently discovered that consumers still were able to e-mail the agency using that e-mail address (ODIWebUser@www-odi.nhtsa.dot.gov). Therefore, your e-mail, which was received on February 28, 2004, was not forwarded to the Office of Defects Investigation from the NHTSA web site. We apologize for this error. However, we would appreciate it if you resubmit your report using the vehicle owner's questionnaire at following address: www.nhtsa.dot.gov/ivoq.

The information you provide will be reviewed and entered into our database. It will be used with other reports to identify recall inadequacies or safety defect trends that require our attention.

Sincerely,
Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. The American Honda Motor Company, Inc. Consumer Affairs Department can advise you if your vehicle is among those that remain uncorrected for safety recalls. Their number is 1-800-999-1009. Have your VIN available for their information.