

10109020

2004 DEC -9 PM 1:16

November 27, 2004

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216

Dear Sir,

I am [REDACTED] owner of a 2004 Honda CR-V EX with VIN SHSRD78864U [REDACTED] which I acquired brand new last May, 2004. I am sending your good office a copy of the letter I have sent American Honda Motor Co. Inc.

Good Day!

[REDACTED]

*Ammani  
12/23/04*

November 24, 2004  
AMERICAN HONDA MOTOR Co. INC.  
1919 Torrance Blvd.  
P.O. Box 2215 Torrance, Ca  
90509-9870

Dear American Honda Motor co. Inc.

This is to inform your good office of the brand new 2004 Honda CR-V EX with VIN SHSRD78864U [REDACTED] which we have purchased from England Motors of Greenville Mississippi last May 17, 2004.

From the said date of purchase, we have experienced one annoying and anxiety causing problem with the vehicle. The SRS indicator warning signal keeps lighting up, indicating that there's a malfunction with the SRS airbag deployment system. We have brought this to the attention of Patty Peck Honda in Jackson, Mississippi, another dealer whose service staff department is more accommodating and friendlier. The service people at Patty Peck have explained that this is due to faulty SRS/airbag system.

a) The first repair performed on the vehicle was on July 12, 2004 invoice 21320  
Replaced SRS cable reel 4 pin connector

b) The second repair was on August 19, 2004 invoice 22578  
bad SRS unit, replaced SRS control unit.

c) The third repair was on November 13, 2004 invoice 25095  
replaced cable reel

They have replaced; SRS 4-pin connector, SRS control unit, SRS cable reel parts but the SRS warning indicator would light up again within a week after each repair was performed on the vehicle.

We appreciate the helpful staff of Patty Peck Honda (service department), but then we feel that our vehicle's problem needs to be brought to the attention of American Honda Motor Co. Inc. the manufacturer, as the three attempts to repair our vehicle has failed already. We have come across the Mississippi State Lemon Law (motor vehicle warranty enforcement act sec 63-17-151 through 63-17-165), which covers vehicles with persistent problems under warranty period. Particularly Section 63-17-159. We remain to hold HONDA in high regards in spite of this unfortunate experience. We are also extremely grateful to Patty Peck Honda service department specially to Johnny & Terry. Driving my family in a vehicle with faulty SRS airbag system, puts us all in great anxiety and great danger. In this regard, we are considering to have our vehicle replaced already.

We look forward to your soonest reply regarding this matter.

Good day!

[REDACTED]

CC: NHTSA  
Office of Defects Investigation NVS-216