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EXECUTIVE SECRETARIAT

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January 14, 2005 7 PM

American Honda Motor Co.
Honda Auto Customer Service
1919 Torrance Blvd.
Mail Stop: 500-2N-7D
Torrance, CA 90501-2746

RE: 1995 Honda Accord-VIN IHGCE6668S

Dear Customer Service,

We have been the original owners of this car and have been pleased with its overall performance. However, I have a complaint regarding the "Safety Restraint System" in this automobile.

In February 2002, with 89,000 miles on the car, the SRS light came on. Being that this is a "SAFETY" issue, we took the car in to the Honda dealer and had to have the unit replaced. At that time I was a bit disappointed that with less than 100,000 miles something of that nature in regards to safety would have to be replaced. (We selected Honda for one of its many "safety" features). In October 2004 the SRS light came on AGAIN. And this time it was only 26,702 miles on the car from the first time it was replaced. I was VERY disappointed that this SRS unit would only last for less than 27,000 miles! We took the car to the Honda dealer and had it replaced at a cost of \$803.46.

Enclosed are copies of defect investigation from the National Highway Traffic Safety Administration stating that "dealers will replace the SRS Unit". I am also forwarding a copy of this letter to NHTSA for their records.

I had paid for BOTH repairs totaling in the amount of \$1,313.11 which I am submitting to you, Honda Customer Service for re-imbursement.

I appreciate your prompt response to this "safety" matter.

Thank you,

Clayton, CA

NAR
CAY
1/24/05



Office of Defects Investigation

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Sitemap

Contact

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238

American Honda Motor Co.
Honda Auto Customer Svc.
919 Torrance Blvd
1st Stop: 500-2N-7D
Torrance, CA 90501-2746

Search Results

Report Date : January 13, 2005 at 04:55 PM

SEARCH TYPE : VEHICLE

YEAR : 1995

Make : HONDA

Model : ACCORD

Type : ANY

Results : 2 | All records displayed

Make : HONDA

Model : ACCORD

Year : 1995

Manufacturer : AMERICAN HONDA MOTOR CO.

NHTSA CAMPAIGN ID Number : 96V217000

Recall Date : SEP
11, 1996

Component: AIR BAGS

Potential Number Of Units Affected : 164139

Summary:

THE SUPPLEMENTAL RESTRAINT SYSTEM (SRS) ELECTRONIC CONTROL UNIT CAN CAUSE THE AIR BAG TO DEPLOY UNEXPECTEDLY.

Consequences:

THIS TYPE OF UNANTICIPATED AIR BAG DEPLOYMENT COULD RESULT IN ABRASION TO THE HANDS, ARMS, OR FACE OF A PROPERLY-POSITIONED FRONT SEAT OCCUPANT, OR COULD CAUSE MORE SERIOUS INJURY TO AN OUT-OF-POSITION OCCUPANT.

Remedy:

DEALERS WILL REPLACE THE SRS ELECTRONIC CONTROL UNIT IN THE AIR BAG SYSTEM.

Notes:

OWNER NOTIFICATION: OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING NOVEMBER 1996. NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT HONDA AT 1-800-999-1009. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.


☐ Check to Request Research. Submit below.

Make : HONDA

Model : ACCORD

Year : 1995

Manufacturer : AMERICAN HONDA MOTOR CO.**NHTSA CAMPAIGN ID Number :** 98V231000**Recall Date :** SEP 18, 1998**Component:** ELECTRICAL SYSTEM:WIRING:FRONT UNDERHOOD**Potential Number Of Units Affected :** 957771**Summary:**

VEHICLE DESCRIPTION: SEDAN, COUPE AND WAGON PASSENGER VEHICLES EXCEPT THE DX MODEL AND MODELS WITH V6 ENGINES. THE FACTORY INSTALLED AIR CONDITIONER WIRE HARNESS WAS IMPROPERLY ROUTED ALLOWING SOME WIRES TO RUB AGAINST EACH OTHER, EVENTUALLY CAUSING A SHORT CIRCUIT.

Consequences:

THE SHORT CIRCUIT CAN POSSIBLY CAUSE THE UNDERHOOD WIRING TO OVERHEAT AND SMOKE, CAUSING A FIRE IN THE ENGINE COMPARTMENT. A SHORT CIRCUIT CAN ALSO RESULT IN A BLOWN FUSE OR DEAD BATTERY.

Remedy:

DEALERS WILL INSPECT THE VEHICLES FOR PROPER ROUTING OF THESE WIRES. ANY HARNESS IMPROPERLY ROUTED WILL BE INSPECTED FOR DAMAGE AND THE ROUTING WILL BE CORRECTED. IF ANY INSULATION IS WORN THROUGH AND THE COPPER WIRES ARE EXPOSED, THE HARNESS WILL BE REPLACED. DEALERS WILL ALSO INSTALL PLASTIC TUBING TO PROTECT THE HARNESS.

Notes:

OWNER NOTIFICATION IS EXPECTED TO BEGIN OCTOBER 8, 1998. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT HONDA AT 1-800-999-1009. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Check to Request Research. Submit below.

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TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**