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2005 MAR 30 AM 2:48

EXECUTIVE SECRETARIAT
2005 MAR 24 P 3:26
NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7D
1919 Torrance Boulevard
Torrance, California 90501-2746

Gentlemen:

I bought on 7may03 a brand new HONDA PILOT 2003 fully equipped serial number 2HKY186X3H GREEN color that paid \$46,000.00. I was very pleased with the vehicle service and the dealer, TRIANGLE HONDA performances. Enclosed the last three (4) invoices dated that explained themaintenances, minor problems and attendances except on 8feb05, I brought in for emergencies services as the Owners Manuals requirements due that the SRS LIGHT TURNED ON. They did checked and scanned it out fixing the problem. The set up lasted one (1) day and I went back again, invoices # 847924 & 848164 on 10feb05 their Manager M's Leticia Guzman ordered the new safety part to California to replace safety equipment in compliance with the National Highway Traffic Safety Administration. So, as today they have not comply or rendered by 31 days driving on RED SRS LIGHTS ON.

Meanwhile, I am driving on the Expressway legally authorized 65 MPH or in the city risking my life, wife and grand children plus others drivers, pedestrians, school zones and properties based on this negligences from your Honda Motor Co. lacks of responsibilities and legal violations as these true facts had proof and evidentialize all can not be denied or refused. Please, I want to know how your company intent to resolve and subsidize this oversighted decision or poor management team.

I hope that your people may assume a correct decision due to the pressure that I got on me and family. I love all human being as showned on my supervision: Autoformation of Capital and Employments, (ACE) Inc., as President of a nonprofit company pursuing the quality of services toward the jobs creations.

Cordially,

Isabela, PR

fc. National Highway Traffic Safety Administration

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03-30-05

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*NAH
2005
3/20/05*

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).**