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Phone [REDACTED]

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November 29, 2005

[REDACTED]
[REDACTED]
Mansfield, Ohio, [REDACTED]

To: Customer Relations

My problem concerns my 1999 Honda Civic Coupe EX. I was driving home one night in November and the vehicle's engine shut off. I was close to a foreign car repair shop and took the car there to see if he had any indication what the problem was. He called the local Honda dealer and was told that there was an ignition switch recall for that year's Civic and to bring the car in and they would honor the recall. I took the car to the dealer and after being told they would honor the recall, was told that my vin number was one of the Civics not recalled and after checking the Civic out I was told that there was no problem with the ignition switch. They suggested that they change the plugs and that perhaps this would solve the problem.

After having the plugs changed the vehicle stalled twice more. Needless to say this became a safety issue. I took the car back to the dealer and it was determined that the problem was the ignition switch and replaced it with the same ignition switch used to repair the recall vehicles. I was charged \$103.42 for the tune up and \$159.09 for replacing the ignition switch. (invoices attached).

I have owned four Hondas and have been very satisfied. My son and daughter own a Honda. I feel the recall on the ignition switch should be honored and I should be given a refund. The dealership said the vehicle had the same symptoms as stated in the recall.


I will be waiting to hear from you before pursuing other avenues.

Sincerely,

[REDACTED]

*Answered
1-5-06*



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American Honda Recalls Vehicles to Replace Ignition Switches; Certain 1997 to 2000 Honda and Acura Vehicles Affected

TORRANCE, Calif., May 23 /PRNewswire/ – American Honda Motor Co., Inc. today announced a voluntary recall of certain Honda and Acura models to replace an ignition switch which may cause the engine to stall.

The recall involves about 1.3 million of certain 1997 to 2000 models of the Honda Accord, Civic, Prelude, CR-V and Odyssey. Also included in the recall are some 1999 Acura TL sedans and certain 1997 to 1999 CL coupes.

The situation is created by electrical contacts within the ignition switch that wear prematurely causing the switch to malfunction. An affected vehicle will likely experience difficulty in starting for a period of time prior to experiencing any engine stall. Normally, the vehicle can be restarted immediately.

Most customers will not experience problems with their ignition switch prior to repair – less than 3/10ths of one percent of affected vehicles have experienced switch problems.

Owners of affected vehicles will be contacted by American Honda and asked to take their vehicle to an authorized dealer to be repaired free of charge. The repair involves the replacement of the electrical contact portion of the ignition switch while retaining the original lock and key assemblies.

Owners will be notified by mail when parts are available for their model. Because of the large number of vehicles involved, it may take several months to make the replacement parts available for all vehicles. Mailings will begin in June and should be completed by September.

Details regarding mailing dates and affected vehicles will be available on the Honda and Acura Web sites starting today. Owners will be able to access this information by registering at the "Owner Link" section of www.honda.com or www.acura.com and entering the 17-digit vehicle identification number found on their dash. Customers may also contact their Honda or Acura dealer with questions.

There have been no accidents or injuries reported to American Honda related to this issue.

SOURCE: American Honda Motor Co., Inc.

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