

November 30, 2005

Honda Customer Relations Zone Office  
New England Zone  
601 Old County Road  
Windsor Locks, CT 06096

2006 JAN 23 PM 4: 07

RE: 1997 Honda Accord 4 Door  
VIN: 1HGCD5532VA [REDACTED]  
Purchased: 9/11/97  
Hyannis Honda, Hyannis Mass  
Present Mileage: 62,909

Dear Sir/Madam:

On the November 21<sup>st</sup> my wife and I were returning from a trip to New York City when we became aware that the SRS light came on. Since we were still some distance from home, we chose to continue on. Upon arriving home, in the early evening after the Honda service shop was closed, we drove the car to a local mechanic's shop and left it there overnight so that he could check it out for us in the morning. The following morning the mechanic called us to say that, upon checking with Honda, it was apparent that our air bag system had failed and that it would cost some \$600 to repair it.

Yesterday, we called Honda directly and was told that no warranty applied and there was nothing they could do.

In reading the manual, it states that the system is "virtually maintenance-free and the only scheduled maintenance is an inspection of the system by the dealer when the car is ten years old." Obviously, we were not negligent in properly maintaining our automobile.

Apparently Honda cares enough to assure the safety of their owners to warranty the function of the seat belts for the life of the car. Why is the same standard not applied to defective air bags which could also cause injury or death in a crash?

We would appreciate consideration in offering assistance in correcting this defect and hope for an early response.

Sincerely yours

[REDACTED]

[REDACTED]

North Eastham, MA [REDACTED]

cc: NHTSA,  
US Department of Transportation  
Washington, D.C. 20590

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1/31/06*