

CL-10168566-3041

March 12, 2007

To: NHTSA

From: [REDACTED]

I urgently need to know what the Law mandates regarding Air-Bags. Do they have a life-time warranty or less? I need to know ASAP. I have two Honda Accords and both have the Air-Bag indicator light on. I have contacted Honda Zone and they stated that Air-Bags only have 3/36 warranty. That we need to pay to fix any problem that has do with the Air-bags. Period...

As far as I am aware of, according to the Web Site, Air-Bags have to be repaired by the Manufacturer at no charge to the Customer (Honda owner). Are you enforcing this Law? I know that other car Manufacturer's honor the Life-time Warranty with no questions asked. Why is Honda, allowed not to comply with this Law?

We need that you back us up with what the Law indicates no more.

Please contact us at

[REDACTED]
Sylmar, CA [REDACTED]
[REDACTED]

Please, help us. At this moment we are driving these vehicles without protection from the Air-bags. That could cause severe injuries or death.

If something happens to either of us who is going to be the responsible party-the agency that does not require Honda manufactures to follow the law or just "Honda".

I hope you take this letter seriously and take the right action.

Thank you,

[REDACTED]
P.S. We have already filed a complaint, on the Web-Site we have not gotten a reply.

ODI- [REDACTED]
21

Please, Reply !!

N/M
4/23/07
CC



Office of Defects Investigation

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Complaints

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Site Map

Contact

1-888-327-4236

TTY

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

Form Approved: O.M.B. No. 2127-0008

File a Complaint

Help

Use one of the following methods to file a complaint:

Web Forms

Non-Secure Submission

Secure Submission (Using SSL)



By Phone

Call the DOT Vehicle Safety Hotline at 1-888-327-4236 and a NHTSA representative will record your complaint information.

General Information

Your complaint information will be entered into NHTSA's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

- If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, the manufacturer must fix it at no cost to the owner. Your complaint is the first step in the process.
- Government engineers analyze the problem. If warranted, the manufacturer is asked to conduct a recall. If the manufacturer does not initiate a recall, the government can order the manufacturer to initiate a recall.
- We do not have to receive a specific number of complaints before we look into a problem. We gather all available information on a problem. Your complaint is important to us.

For a prompt response from NHTSA, send your information request, suggestions, or comments to webmaster@nhtsa.dot.gov.

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof,

September 8, 2006

To: AMERICAN Honda Motor, Co. Inc,

Honda Corp.

California

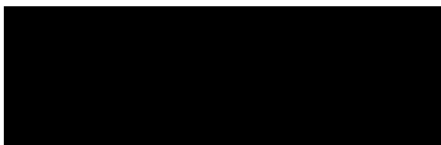
Subject: Airbag Warranty

I was informed that Airbags have a lifetime warranty. By this, I understood that any part or parts that affect the proper functioning of the airbags including the instrument panel airbag light would be completely covered.

The problem is that when the Dealer was asked about the warranty, they stated that the only thing covered would be if the problem were caused by the seatbelt only. According to them (Dealer) nothing else would be covered under the warranty.

Could you please clarify this problem for me? You may contact me at the address below.

Thank you



Sylmar, CA





March 5, 2007

[REDACTED]
[REDACTED]
Miami, FL [REDACTED]

Dear [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your 2000 Honda Accord LX. We received a letter from you, in which you inquire as to the warranty coverage on the SRS system.

The warranty on the air bags is for 3 years, or 36, 000 miles, whichever comes first. Please refer to the new vehicle limited warranty booklet that came with your vehicle for details.


If you would like to discuss further, please call me at (800) 999-1009, extension 118016. We appreciate the opportunity to serve our customers. We hope to hear from you.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

A handwritten signature in black ink, appearing to be 'K. Ogawa', written over a horizontal line.

Kentaro Ogawa
Automobile Customer Services
N012007-02-2701737

Honda Automobile Division

D.S. Capital Converter 89000
air bags 3/36 only,
He demanded to give him my
 VIN # so he can help me
HONDA

September 13, 2006

[REDACTED]
Sylmar, CA [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns. I have been trying to contact you by telephone but have been unsuccessful in reaching you. Please contact me at your earliest convenience, so that we may discuss your concerns in detail. My office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m., Pacific Time.

Please call me to discuss your question about the warranty of the air bags. Again, thank you for contacting our office and I hope to hear from you soon.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.


Todd Yamatsuka
Automobile Customer Service
(800) 999-1009 Extension 118198

Case id# N012006-09-1100968



Vic. ODI Number [REDACTED]

Honda Automobile Division

American Honda Motor Company, Inc., 1919 Torrance Boulevard, Torrance, California 90501-2746 Phone (800) 999-1009