

JUL 14 2011

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

July 7th, 2011

C1-10415933-1584

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

I am writing this letter in conjunction with the recall order that was issued by American Honda Motor Co.. about the recall notice received on December 2010. I took our Honda Passport 2002 to College Hills Honda in Wooster, Ohio to have the reinforcement brackets installed in the mounting bracket areas. Upon having the reinforcement brackets installed, we took our Honda Passport to our vehicle maintenance mechanics to repair an exhaust problem. When they took it up on the rack to repair the exhaust problem, they noticed that the brackets were installed but that there was considerable corrosion to both suspension frames along and toward the end of the vehicle. I contacted College Hills Honda and talked to a Mr. Chad Thomas who explained to me that the recall issued by Honda Motors was for that area only. Anything that the notice did not mention was not to be worked on according to the notice received by College Hills Honda. My master mechanic told me that it is not safe because of the considerable corrosion that exists. I have taken pictures of areas that are in pretty bad shape due to corrosion. As you can see, any kind of a jolt could cause breakage and possible cause puncture to the gas tank and/or cut the brakelines. I have grandchildren and my wife who use the vehicle everyday. I need to have Honda Motors consider the findings on the safety issue at hand, as the same corrosive properties that caused the recall for the areas, has also caused a major problem with the suspension system that is in question. Please contact me on this matter and help us remedy the safety issue.



Sterling, OH

ET
072611
Pw



AUTOMOBILE DIVISION

American Honda Motor Co., Inc.
1919 Torrance Blvd., P.O. Box 2215
Torrance, CA 90509-9870

December 2010

IMPORTANT SAFETY RECALL NOTICE

Dear Passport Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 1998-2002 model year Passport vehicles. In areas where road salt is extensively used, the forward mounting bracket for the left or right rear suspension lower link may suffer excessive corrosion, which may cause the lower link bracket to become detached from the frame, affecting vehicle handling and increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle inspected to determine the amount of corrosion your vehicle has sustained in the mounting bracket area of the frame. If little or no corrosion is observed, then the mounting bracket area will be treated with an anti-corrosion compound. If corrosion has damaged the bracket area, then reinforcement brackets will be installed to address existing damage. This work will be done free of charge. Please plan to leave your vehicle for at least half a day to allow the dealer flexibility in scheduling; vehicles that require bracket installation will take longer. Your dealer will be able to provide you with more specific repair information once the inspection is completed.

Please note that the brackets may not be available until the middle of January 2011. If your vehicle needs new brackets, the dealership will contact you when the parts are available to schedule an appointment.

If your vehicle is not drivable due to corrosion in the bracket area, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4, to arrange to have your vehicle transported to a Honda dealership to be inspected and to receive an appropriate remedy.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 1998-2002 Passport involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have the repairs to address the condition covered by this recall, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

www.safercar.gov

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

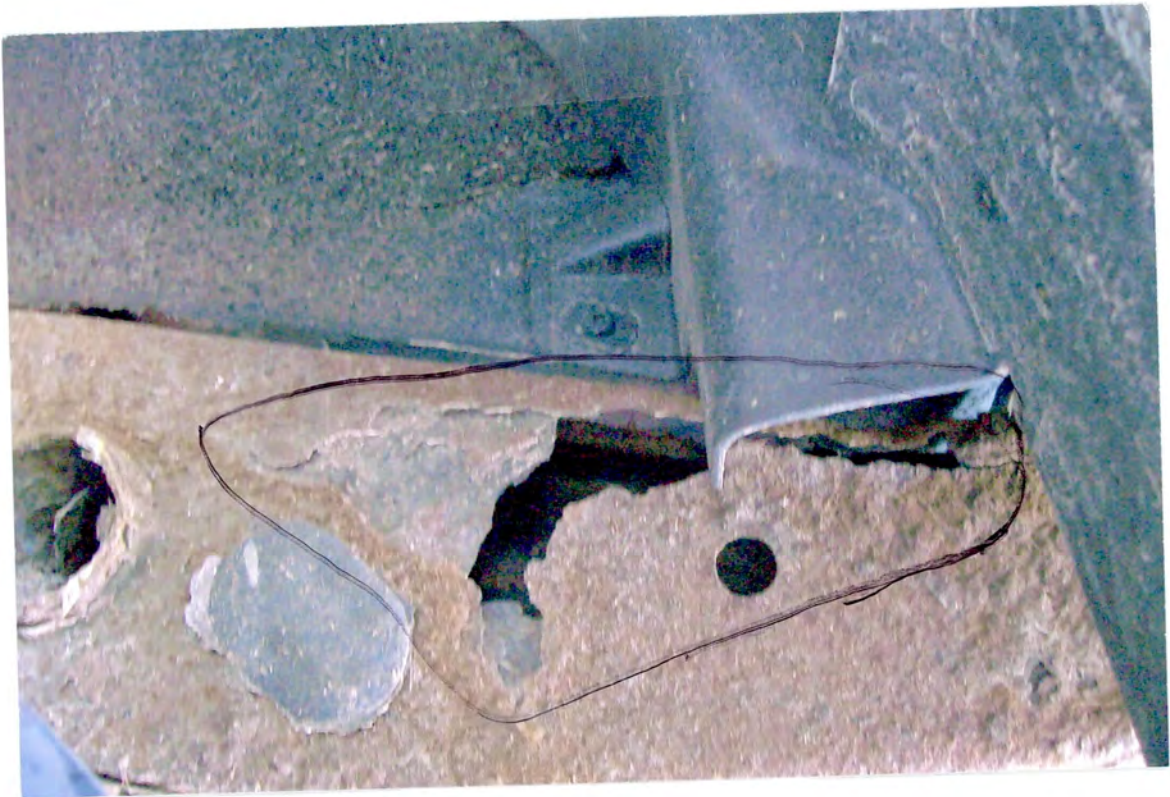
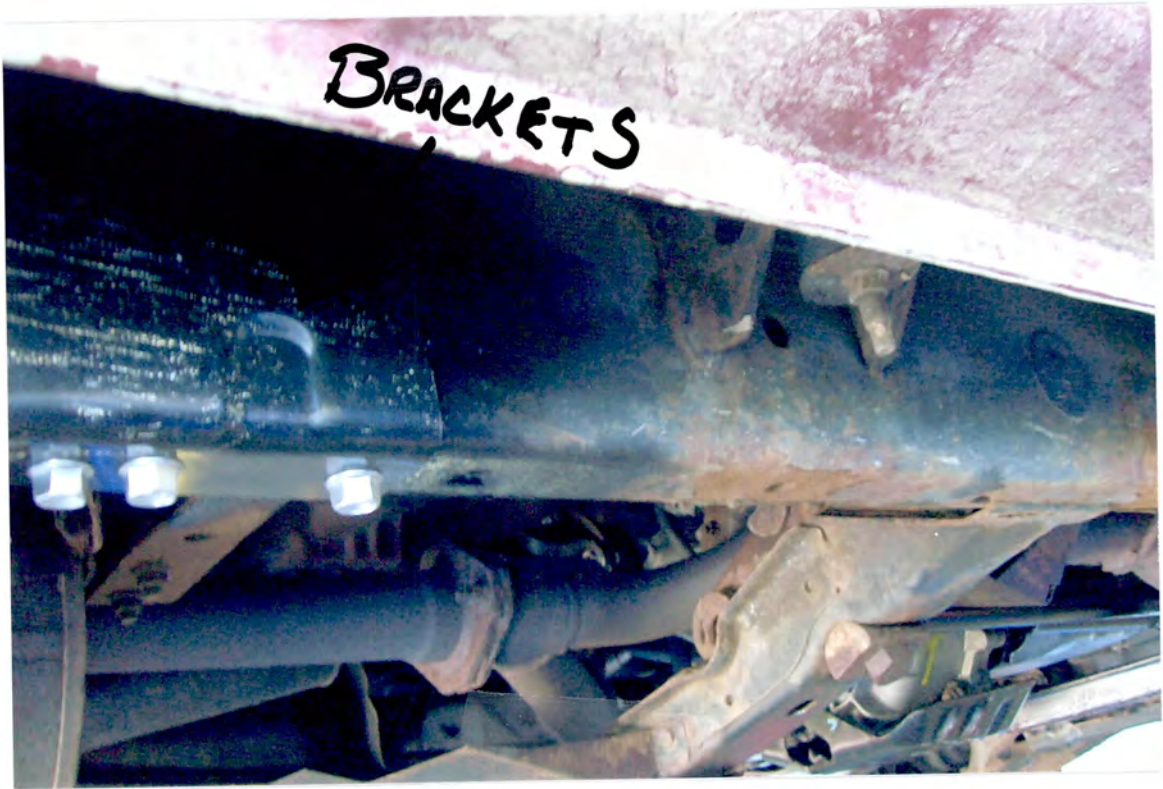
We apologize for any inconvenience this campaign may cause you.

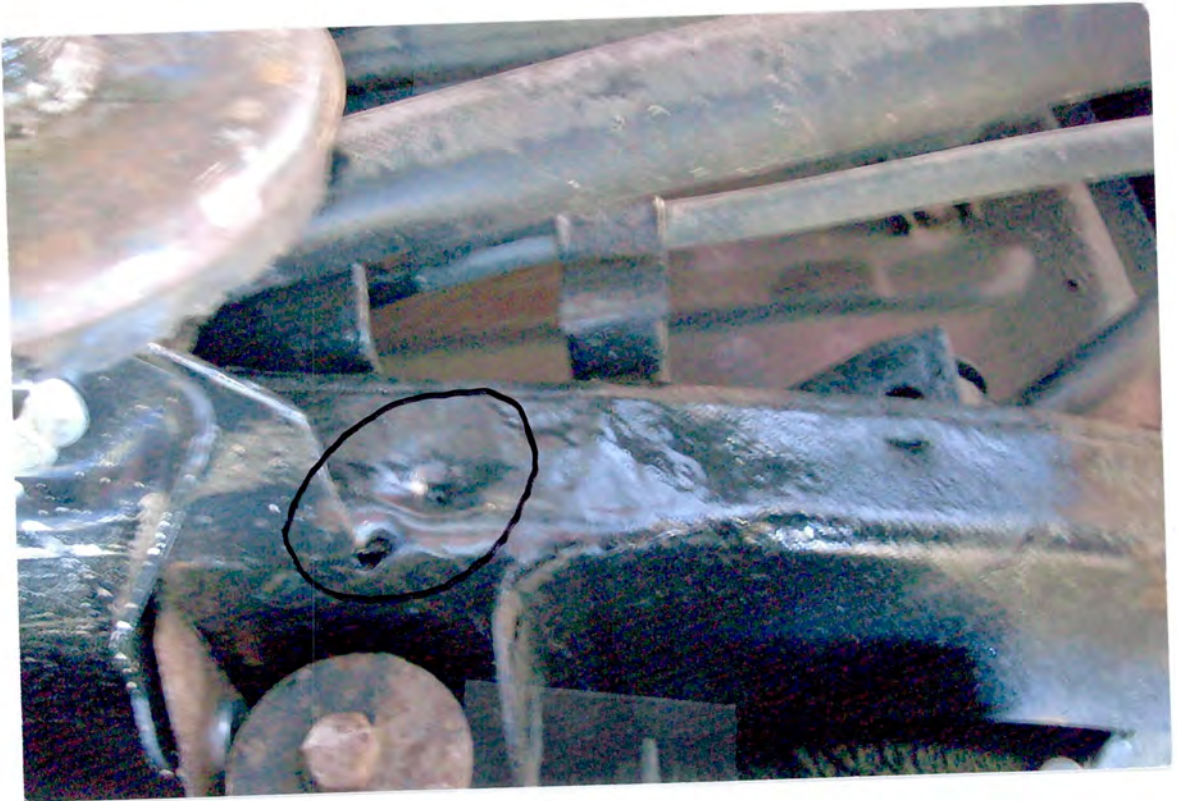
Sincerely,

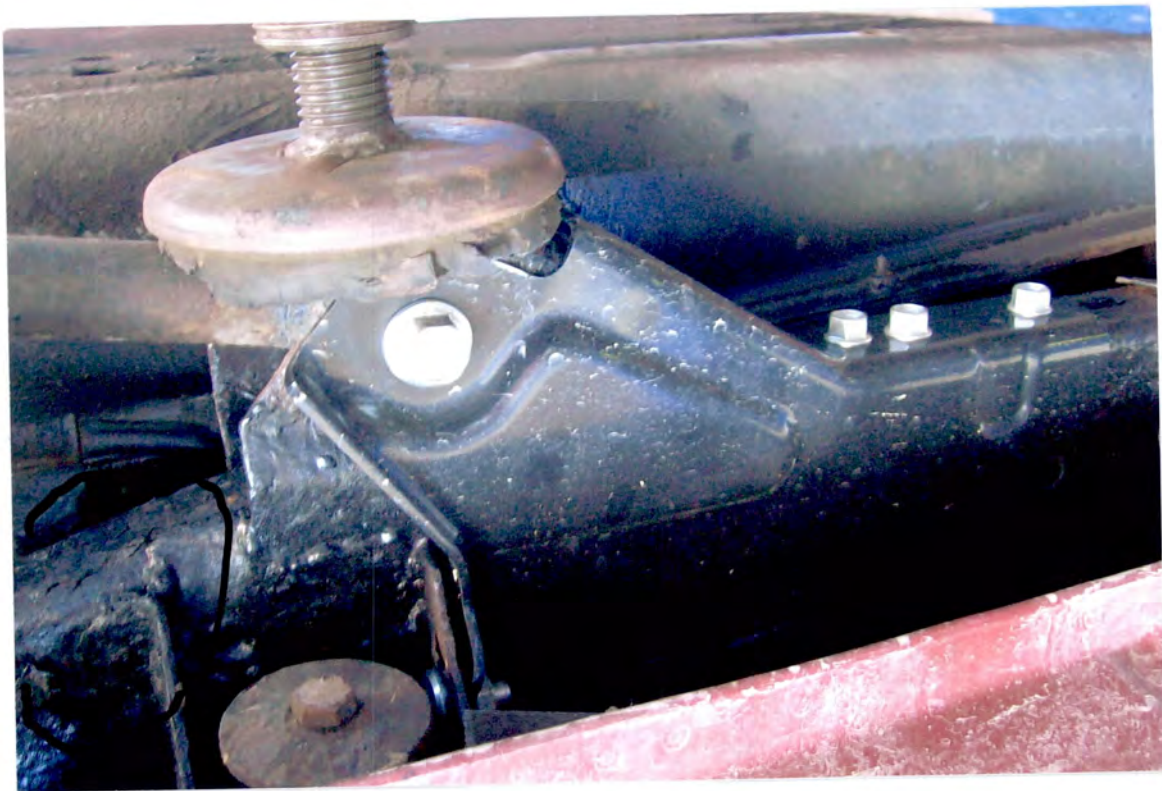
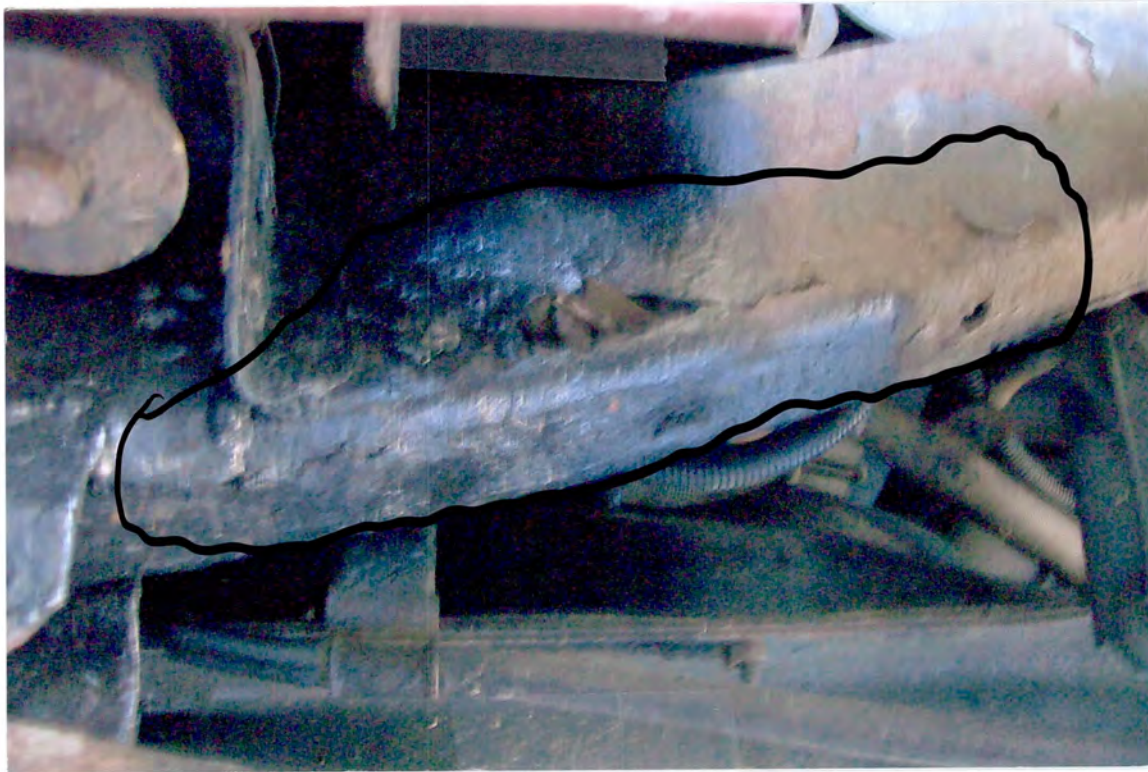
American Honda Motor Co., Inc.
Honda Automobile Division

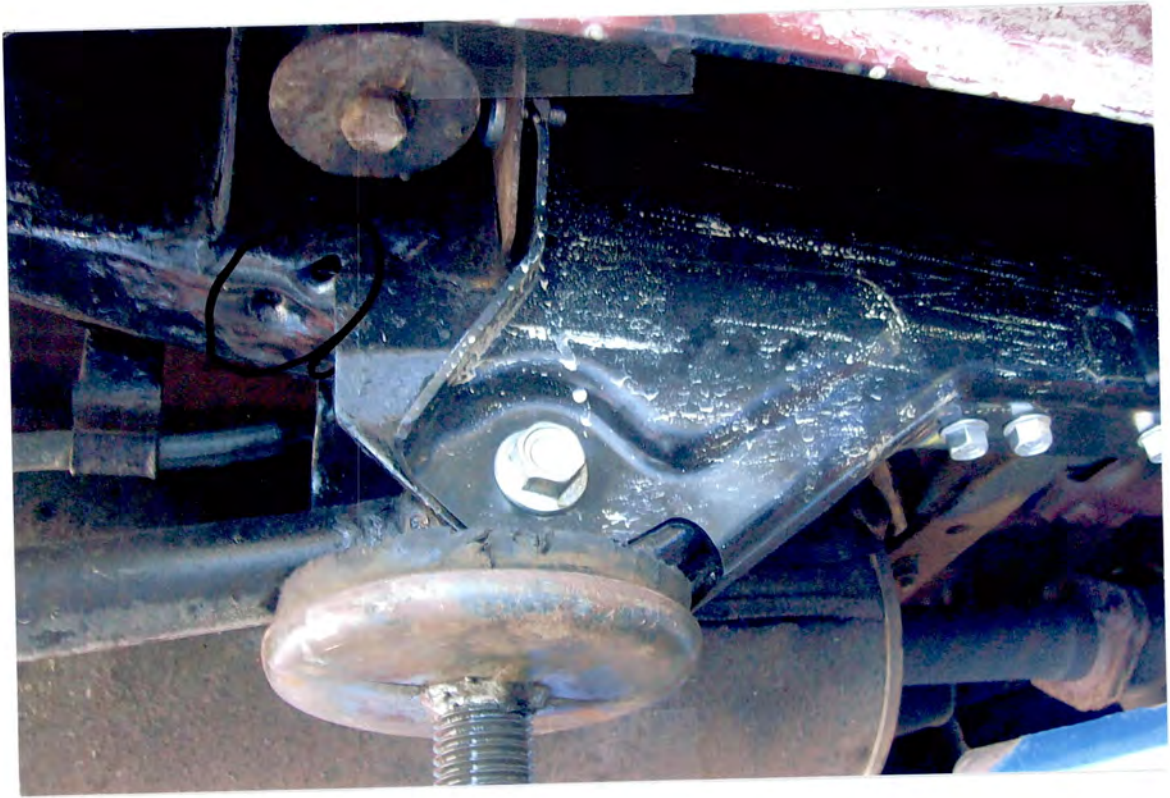
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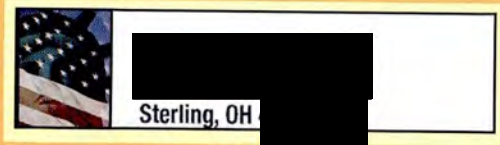












Do NOT FOLD!!!



W 40-304
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

