

Attachment: Memo to file in reference to EA09-001

[this is an e-mail from Honda to the investigator and the investigator's response in italics]

-----Original Message-----

From: Nancy_Stone@ahm.honda.com [mailto:Nancy_Stone@ahm.honda.com]
Sent: Wednesday, April 22, 2009 6:43 PM
To: McHenry, Stephen <NHTSA>
Subject: EA09-001 question

Hi Stephen,

I need clarification for question no.5 of EA09-001:

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that may relate to the alleged defect in the subject and peer vehicles (including all claims that may relate to the replacement of service part numbers beginning with "35100*" or "06350*" or "06351*" or "38200*" in the subject and peer vehicles): warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Provide all claims, unfiltered for alleged defect. Supply any applicable filtered claims not previously submitted.

1. Please verify that part numbers beginning with 06351 and 38200 cited are correct. 06351 applies to 2008, 2009 and 2010 MY vehicles and 1992-93 Prelude and the description for 38200 is fuse box assembly.

Honda Service Bulletin 05-007, page 2, Parts Information, lists the Key Interlock Repair Kit A as P/N 06351-584-000

Regarding 38200, here is an e-mail I sent earlier to which I have not received an answer to yet:

Bill,

Could you look something up for me please? Vin # JHMCM56613C039370, Customer Relationship Management System Case ID: N012003-07-0900902: on the 4th page of the spool report the dealer seems to be indicating that they replaced a multiplex unit (PN 38200-SDA-A21) to correct the concern of the key being removed from the ignition when not in Park. I do not see a warranty claim for that

vehicle, which appears to still be under base warranty. Can you see if there is a any warranty repair claims for that vehicle around the time of the report and could you give me a description of what the multiplex unit mentioned is?

2. Do you want me to submit the filtered warranty claims not previously submitted from RQ08-006? If so, do you want a count by model and model year?

Yes please.

Thank you for your assistance,
Nancy Stone