

Example of Customer Letter

July 2004

**Noncompliance Recall:
S2000 Taillight Side Markers**

Dear S2000 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 Motor Co., Ltd., has decided that certain 2000 model year S2000 vehicles do not comply with Federal Motor Vehicle Safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment."

The lenses of the taillight side markers and side reflectors were improperly manufactured and may not retain their color over time.

What should you do?

Call any authorized Honda dealer and make an appointment to have the taillights replaced. This repair will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

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
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner or lessee of a 2000 S2000 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 paid to have a noncompliant taillight replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* for eligibility requirements and the reimbursement procedure.

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 contacting a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division