

Example of Customer Letter

August 2004

**Noncompliance Recall:
Pilot Certification Label**

Dear Pilot Owner:

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

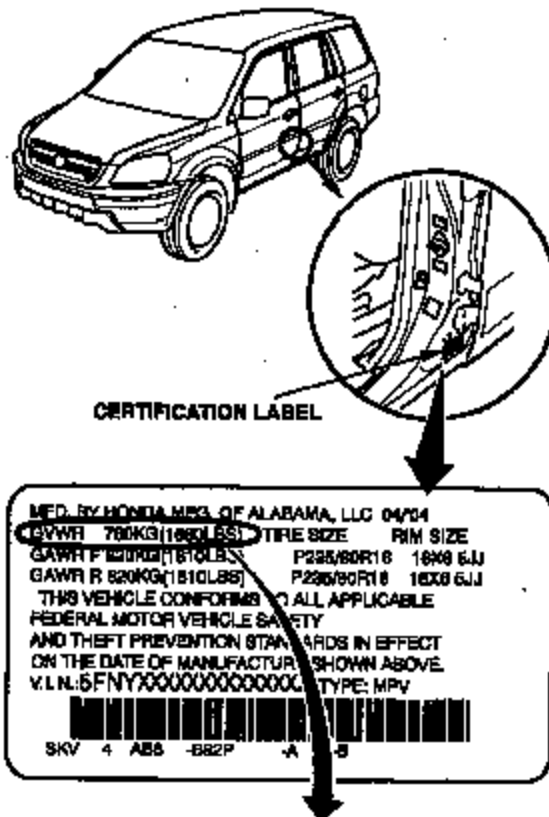
What is the reason for this notice?

Honda Motor Co., Ltd., has found that certain 2004 Pilots may fail to comply with 49 CFR Part 567, "Certification." Some certification labels may contain incorrect vehicle weight and tire size information.

What should you do?

Please inspect the certification label as explained below. NOTE: If you are not comfortable inspecting the certification label yourself, please contact any authorized Honda dealer and make an appointment for the inspection.

1. Open the driver's door, and locate the certification label. The label is attached to the lower right corner of the doorjamb.



Incorrect: GVWR 760KG(1680LBS)

Correct: GVWR 2700KG(5950LBS)

2. Look at the GVWR (gross vehicle weight rating) number on the second line of the label.
- If the GVWR reads 760 KG (1680 LBS), the label is incorrect. Call any authorized Honda automobile dealer and make an appointment to have your vehicle updated. The dealer will apply a correction sticker over the incorrect information on the certification label. *This work will be done free of charge.*
 - If the GVWR reads 2700 KG (5950 LBS), the label is correct. Please complete and mail the enclosed, postage-paid *Customer Response Card*. Federal regulations require us to record recall inspection and repair information for each potentially affected vehicle.

Who to contact if you experience problems.

If you are not satisfied with the service you get from your Honda dealer, you can 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 claim to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Auto 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 2004 Pilot 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.

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 questions about this notice, or need help 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