

**Example of Customer Letter**

December 2004

**Safety Recall: Seat Belt Lower Anchors**

Dear Civic Si Owner:

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

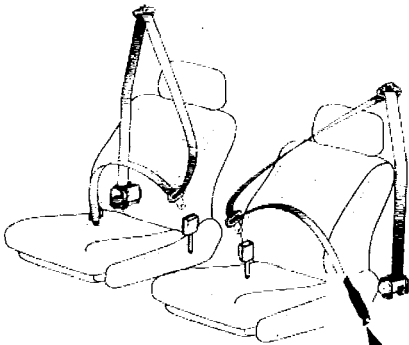
**What is the reason for this notice?**

Honda Motor Co., Ltd., has decided that a defect relating to motor vehicle safety exists in certain 2005 Civic Si vehicles. Some front seat belt anchors may have been installed with an incorrect washer, which could restrict anchor movement. As a result, the seat belt may be improperly positioned on certain occupants. An improperly positioned belt could increase the risk of injury in a crash.

**What should you do?**

*Inspect Your Front Seat Belt Anchors*

As soon as possible, check the movement of the driver's and front passenger's seat belt lower anchors. The lower anchors are between the seat and the door, bolted below the door (see the illustration below). Both anchors should move freely without binding or sticking. If either anchor binds or sticks, your vehicle needs to be repaired.



**LOWER ANCHOR**

**If Your Seat Belt Anchors Are Not Affected**

If neither front seat belt lower anchor binds or sticks, please complete and mail the enclosed, postage-paid *Customer Response Card*. Federal regulations require the manufacturer to record recall inspection and repair information for each potentially affected vehicle. If you do not return the card, you may receive additional reminder requests.

**If Your Front Seat Belt Anchors Need Repair**

If either front seat belt lower anchor binds or sticks, you should promptly call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace all necessary parts *free of charge*. Please plan to leave your vehicle for at least half a day to allow the dealer flexibility in scheduling.

**If You Need Help With the Seat Belt Anchor Inspection**

If you are not comfortable inspecting the seat belt lower anchor movement yourself, please call any authorized Honda dealer and make an appointment to have your vehicle inspected.

**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 St., 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 2005 Civic Si 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 already paid to have a seat belt lower anchor repaired, you may be eligible for reimbursement. Refer to the attached *Request 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**