

Example of Customer Letter

May 2005

**Safety Recall: Accessory Trailer Hitch is
Incorrectly Wired**

Dear Element 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 Honda accessory trailer hitch kits sold for 2005 model year Elements. The wire harness of the trailer hitch kit has an incorrectly wired connector. As a result, the trailer brake and turn signal lights could operate incorrectly, or a fuse could blow, causing a sudden loss of brake and turn signal lights. Improper signaling or a loss of trailer brake light function without warning could cause a crash.

What should you do?

If your Element is equipped with a Genuine Honda trailer hitch:

Call any authorized Honda dealer, and make an appointment to have your trailer hitch wire harness inspected. The dealer will confirm that the trailer hitch is a Honda accessory and correct the connector wiring, *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

*If your Element is **not** equipped with a Genuine Honda trailer hitch:*

Your vehicle is not affected by this recall. Please fill out and return the enclosed, postage-paid *Customer Response Card*. If you do not return the response card, you will continue to receive reminders of this recall in the mail.

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 2005 Element 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 any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**