

**Example of Customer Letter**

March 2005

**Safety Recall: Ignition Key is Removable with the Shift Lever Out of Park**

Dear Honda 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 determined that a defect relating to motor vehicle safety exists in certain 1999-02 Accords.

The ignition switch contains an interlock lever to prevent key removal unless the shift lever is in the Park position. If the interlock lever is not working correctly, it may be possible to turn the ignition switch to the OFF position and remove the key without shifting into Park. If the driver does not shift to Park and set the parking brake before removing the key, the vehicle could roll and a crash could occur.

**What should you do?**

Call any authorized Honda dealer, and make an appointment to have your vehicle repaired. The dealer will inspect the ignition switch interlock and replace all needed parts. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

***Always shift the transmission to Park and set the parking brake before exiting the vehicle.***

**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 1999-02 Accord 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 paid to have a defective ignition switch 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.

**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.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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

**Example of Customer Letter**

March 2005

**Safety Recall: Ignition Key is Removable with the Shift Lever Out of Park**

Dear 3.2TL 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 determined that a defect relating to motor vehicle safety exists in certain 1999-00 3.2TLs.

The ignition switch contains an interlock lever to prevent key removal unless the shift lever is in the Park position. If the interlock lever is not working correctly, it may be possible to turn the ignition switch to the OFF position and remove the key without shifting into Park. If the driver does not shift to Park and set the parking brake before removing the key, the vehicle could roll and a crash could occur.

**What should you do?**

Call any authorized Acura dealer, and make an appointment to have your vehicle repaired. The dealer will inspect the ignition switch interlock and replace all needed parts. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

***Always shift the transmission to Park and set the parking brake before exiting the vehicle.***

**Who to contact if you experience problems.**

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.  
Acura Client Services  
Mail Stop 500-2N-7E  
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 1999-00 3.2TL 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 paid to have a defective ignition switch 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.

**If you have questions.**

If you have any questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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