

Example of Customer Letter

April 2005

Safety Recall: Engine Does Not Start or Stalls While Driving

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 decided that a defect relating to motor vehicle safety exists in certain 2005 model year Accords and Odysseys. A loose terminal in the main fuse box may cause the fuel pump to lose power. If the fuel pump becomes inoperative, the engine may not start. In the worst case, if the fuel pump loses power while driving, the engine could stall without warning, 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 replace the main fuse box. 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.

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 Accord or Odyssey 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 the main fuse box replaced, please call Honda Automobile Customer Service at (800) 999-1009 for assistance.

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**

Example of Customer Letter

April 2005

Safety Recall: Engine Does Not Start or Stalls While Driving

Dear TL 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 model year TLs. A loose terminal in the main fuse box may cause the fuel pump to lose power. If the fuel pump becomes inoperative, the engine may not start. In the worst case, if the fuel pump loses power while driving, the engine could stall without warning, 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 replace the main fuse box. 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.

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 2005 TL 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 the main fuse box replaced, please call Acura Client Services at (800) 382-2238 for assistance.

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 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**