

*Example of Customer Letter*

Fall 2005

**Safety Recall: Passport Fuel Pump Leak**

Dear Passport 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?**

Isuzu Motors Ltd., the manufacturer, has decided that a defect which relates to motor vehicle safety exists in certain 2002 Passports when these vehicles have been

operated with silicon-contaminated fuel. If your vehicle has been operated with silicon-contaminated fuel over a period of time, the fuel pump feed port in the fuel system can become damaged and eventually develop pinholes at the top of the feed port. If the fuel pump feed port develops pinholes, you may smell a fuel odor or fuel could leak. In some circumstances, a vehicle fire could result. Isuzu has identified silicon-contaminated fuel in Texas. As a result, we are recalling 2002 Passports registered in Texas and its four surrounding states (Arkansas, Louisiana, New Mexico, and Oklahoma).

**What should you do?**

Call any authorized Honda dealer, and make an appointment to have your vehicle repaired. The dealer will inspect the fuel pump and repair or replace it as needed. 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

You can also call the toll-free Safety Hotline at (888) 327-4236 (TTY [800] 424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

**What to do if you feel this notice is in error.**

Our records show that you are the current owner or lessee of a 2002 Passport 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**