

Example of Customer Letter

November 2005

Safety Recall: Tire Damage During Vehicle Assembly

Dear Accord 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 related to motor vehicle safety exists in some 2006 Accords. Certain tires could have been damaged when the tires were mounted on the wheels. In certain circumstances, the bead area of the tire may have been damaged. If the bead sealing area is damaged, there is a possibility of loss of air while driving, which can increase the risk of an accident.

What should you do?

Call any authorized Honda dealer, and make an appointment to have your vehicle repaired. The dealer will remove all four tires and inspect the bead area of each tire. If there is damage, a new tire will be installed *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.

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

Our records show that you are the current owner or lessee of a 2006 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 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**