

*Example of Customer Letter*

January 2007

**Safety Recall: Driver's Seat Position Sensor  
Harness Replacement**

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 certain 2004–05 Accord 4-door models. The seat position sensor detects the driver's seating position and adjusts the airbag inflation pressure accordingly, primarily to lessen the inflation pressure for smaller drivers that sit closer to the steering wheel. In some 2004–05 Accords, the wiring harness for the seat position sensor was attached to the seat frame in the wrong location and may have been overtightened. If the seat position sensor wire breaks, the SRS indicator light will illuminate and the airbag may default to full inflation pressure if it is deployed, regardless of seat position. Full deployment of the driver's front airbag can increase the risk of injury for smaller drivers in a frontal crash.

**What should you do?**

Call any authorized Honda dealer, and make an appointment to have your vehicle repaired. The dealer will replace the seat position sensor subharness *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 2004–05 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**