

Example of Customer Letter

Spring 2008

**Safety Recall: ABS Wheel Sensor O-Ring**

Dear Civic 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 2006-07 model year Civic vehicles equipped with the anti-lock brake systems (ABS). The ABS module uses wheel speed sensors located on each wheel hub assembly. Some wheel sensors may have been improperly installed and do not seal the hub assembly. Water may enter the hub assembly and damage the wheel bearing. In areas where road salt is used, the wheel bearings may corrode, which may cause the wheel to separate and fall off, increasing the risk of a crash.

**What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will inspect and replace the rear ABS sensor and wheel bearing if necessary. This work will be done, *free of charge*. Please plan to leave your vehicle at least 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  
1200 New Jersey Avenue, SE  
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 2006 or 2007 Civic 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**