#### Example of Customer Letter

Spring 2007

# Safety Recall: Brake Lights May Not Work

Dear Civic Sedan or Civic Hybrid 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 model year Civics. During vehicle assembly, the telescopic steering column mechanism may have been over-lubricated with silicone grease. Over time, some of this extra grease may drip on the brake light switch and the brake light switch may fail. Failure may result in a loss of brake lights and an increased risk that your vehicle could be struck from the rear. In addition, a failed brake light switch could prevent shifting the transmission from the park position (applies to vehicles with an automatic transmission).

### What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace the brake light switch and install a protective cover over the switch. This work will be done *free of charge*. Please plan to leave your vehicle at the dealer for half a day to give the dealer some 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, S.E. 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 Civic or Civic Hybrid involved in this campaign. If this is not the case, or if 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