HONDA

AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

CSC-10045681-8128

Winter 2010

Warranty Extension: Exterior Paint Peeling

Dear Odyssey Owner:

This letter is to notify you of a warranty extension on your Odyssey.

Warranty extension details

On certain 2003–07 Odysseys with dark blue (midnight blue pearl) paint, the paint could peel off from one or more horizontal (flat) surfaces and in recessed areas around the glass or the sliding doors. Because of this possible problem, the following areas of exterior paint on your vehicle are now covered for 7 years from its original purchase or lease date, with no mileage limit:

- Roof (including under the top edge of the tailgate, under the top edge of the sliding doors, and the top panel on the sliding doors)
- Hood
- Top half of the left and right quarter panels
- Top half of the front fenders

NOTE: All other painted areas are covered by your vehicle's normal warranty of 3 years or 36,000 miles, whichever occurs first.

This warranty extension does not cover the repair of body damage.

If the paint on your vehicle is peeling or flaking in one or more of the areas listed above, take it to any Honda dealer for an inspection. If the dealer confirms the paint problem, and your vehicle is within the warranty time limit, they will arrange to have ALL possibly affected areas on your vehicle repainted, *free of charge*. Please plan to leave your vehicle at the dealership for 3 to 5 business days to allow enough time for this repair.

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

Our records show that you are the current owner or lessee of a 2003–07 Odyssey that is eligible for this warranty extension. 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.

If you previously paid to have the exterior horizontal surfaces of your vehicle repainted due to peeling, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have questions about this notice, or need help contacting a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

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1919 Torrance Blvd., - P.O. Box 2215
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Instructions for Reimbursement: 2003–07 Odyssey Exterior Paint Peeling

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the exterior paint on your vehicle repainted.

- You must have had your vehicle repainted before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- *Customized painting beyond normal factory level quality will not be reimbursed.*
- *Areas repaired due to body damage will not be reimbursed.*

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

✓ **Complete the attached *Request for Reimbursement* form.**

✓ **Attach a copy of the repair receipt or invoice for the exterior repainting.** A copy of the repair invoice from an authorized Honda dealer or independent body shop will meet this need. This invoice should show your vehicle's model, vehicle identification number (VIN), the name and address of the facility that did the repair, the cost of the repair (parts and labor), and the date the work was completed.

✓ **Attach Proof of Payment** a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.

✓ **Mail the completed *Request for Reimbursement* form and copies of the receipts and invoices to:**

American Honda Motor Co., Inc.
Automobile Customer Service
PO Box 2964
Torrance, CA 90509-2964

Please allow six to eight weeks for reimbursement

Failure to include proper documentation can further delay your reimbursement. If you have questions, please call your local authorized Honda dealer. If they cannot help you, call (800) 999-1009.

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Request For Reimbursement: 2003–07 Odyssey Exterior Paint Peeling

Fill in the following blanks. Please print clearly, and provide complete information.

_____ ( ) _____
Name — Daytime telephone number

_____ _____
Current Address — Apt. No.

_____ _____ _____
City — State — Zip Code

_____ _____ $_____
Vehicle Identification Number (VIN) REQUIRED — Mileage at time of repair — Total amount requested

Name of facility that did the repair_____

Information Change Card

VEHICLE IDENTIFICATION NUMBER ▶

Q77

If the information above is not correct, please check the appropriate box, complete any related entries, and mail this card.

NOTE: Do not mail this card if the above information is correct.

- ☐ Name or address has changed
- ☐ I no longer own/lease this Honda automobile. It was:
  - ☐ Sold (*print name and address of new owner below, if known*)
  - ☐ Exported
  - ☐ Destroyed
  - ☐ Stolen
  - ☐ Lease expired, vehicle returned
- ☐ The Vehicle ID Number on this card is incorrect. The VIN of my Honda is: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

LAST NAME | FIRST NAME | INITIAL

ADDRESS: NUMBER | STREET NAME

CITY | STATE | ZIP

(DETACH THIS STUB BEFORE MAILING)

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 426 GARDENA, CA

POSTAGE WILL BE PAID BY ADDRESSEE

AMERICAN HONDA MOTOR CO INC
PO BOX 2215
TORRANCE CA 90509-9870