

Example of Customer Letter

Spring/Summer 2004

**Safety Recall: Automatic Transmission
Second Gear Inspection**

Dear Honda 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 relating to motor vehicle safety exists in certain 2002-04 Odyssey and 2003-04 Pilots. Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lockup, and a crash could occur without warning.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done *free of charge*. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

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
Or call the toll-free Safety Hotline at (888) 327-4238.

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

Our records show that you are the current owner or lessee of a 2002-04 Odyssey or 2003-04 Pilot 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.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

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 contacting a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009, and select menu option #2. We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**

Example of Customer Letter

Spring/Summer 2004

**Safety Recall: Automatic Transmission
Second Gear Inspection**

Dear MDX 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 relating to motor vehicle safety exists in certain 2001-02 MDXs. Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lock-up, and a crash could occur without warning.

What should you do?

Call any authorized Acura dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done *free of charge*. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Services
Mail Stop 500-2N-7E
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 (90 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
Or call the toll-free Safety Hotline at (888) 327-4238.

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

Our records show that you are the current owner or lessee of a 2001-02 MDX 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. If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

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 contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Acura Automobile Division**

Example of Customer Letter

Summer 2004

**Safety Recall: CL and TL Automatic Transmission
Second Gear Inspection**

Dear Acura 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 relating to motor vehicle safety exists in certain 2001-03 3.2CLs, 2000-03 3.2TLs, and 2004 TLs. Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lockup, and a crash could occur without warning.

What should you do?

Call any authorized Acura dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done free of charge. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Acura dealer, you may write to:

American Honda Motor Co., Inc.
Acura Client Services
Mail Stop 500-2N-7E
1919 Torrance Blvd.
Torrance, CA 90501-2748

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
Or call the toll-free Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner or lessee of a 2001-03 3.2CL, 2000-03 3.2TL, or 2004 TL 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.

If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

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 contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Acura Automobile Division**

Example of Customer Letter

Summer 2004

**Safety Recall: Accord V8 Automatic Transmission
Second Gear Inspection**

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 relating to motor vehicle safety exists in certain 2003-04 Accord V8 vehicles with automatic transmissions. Certain operating conditions can result in heat buildup in the transmission second gear set and may lead to gear tooth chipping. In very rare cases, gear breakage can occur. Gear failure could result in transmission lock-up, and a crash could occur without warning.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. For vehicles with less than 15,000 miles, the dealer will install an oil jet kit to provide additional lubrication to the gears. For vehicles with more than 15,000 miles, the dealer will inspect the affected gear for heat discoloration, which indicates possible damage. If heat discoloration exists, the dealer will replace the transmission. If heat discoloration is not found, the dealer will install an oil jet kit. This work will be done *free of charge*. Please plan to leave your vehicle all day to allow the dealer flexibility in scheduling the inspection and installing the oil jet kit. If transmission replacement is needed, the work will take more than one day.

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
1619 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 (90 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
Or call the toll-free Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner or lessee of a 2003-04 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. If you paid to have the transmission replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

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 contacting a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**