

**Example of Customer Letter**

September 1988

**Safety Recall: Transmission Case Bolt**

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 Company, Ltd., has determined that a defect relating to vehicle safety exists in the transmission of certain 1988-89 3.5FL and 1988-89 3.2TL automobiles. A transmission case bolt can loosen and fall out, allowing the transmission to disengage from the differential. If this condition occurs, the vehicle would lose power to the drive wheels without warning. Also, shifting the transmission into the Park position would not lock the wheels, and a parked vehicle could move unexpectedly if the parking brake is not set.

**What should you do?**

Call any authorized Acura automobile dealer and make an appointment to have your car repaired. They will replace the bolt with an improved design. *This repair will be done free of charge.* Parts are now available. This repair takes about an half an hour; however, please plan to leave your car for at least half a day to allow the dealer flexibility in scheduling.

Until your car is repaired, make sure you always set the parking brake whenever you park your car.

**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 500-28-2A  
1818 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 car, 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 St., S.W.  
Washington, D.C. 20590

Or call the toll-free Auto Safety Hotline at (800) 424-8393. Residents of Washington D.C. should call (202) 368-0123.

**What to do if our information is incorrect.**

This notice was mailed to you according to the latest information we have. If you no longer own this vehicle, or some information in this notice is incorrect, please fill out and return the included, postage-paid *Information Change Card*. This will help us update our records.

**If you have questions.**

If you have questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238.

Thank you for your cooperation. We apologize for any inconvenience this may cause you.

Sincerely,

**AMERICAN HONDA MOTOR CO., INC.**  
Acura Automobile Division