

Example of Client Letter

October 2005

**Safety Recall: MDX Front Suspension
Damper Springs**

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. Some front suspension damper springs have insufficient corrosion protection and, in areas where road salt is used, may be susceptible to corrosion. Over time, excessive corrosion can cause spring failure. In some cases, a broken spring could puncture a front tire, which increases the risk of a crash.

Our records indicate your vehicle was either sold in an area where road salt is used, or that your vehicle is currently registered in a state where road salt is used.

What should you do?

Call any authorized Acura dealer, and make an appointment to have your vehicle repaired. The dealer will replace both front damper springs with improved springs, *free of charge*. Please plan to leave your vehicle all 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 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 (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

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 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 defective springs replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* 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 locating an Acura dealer, please call Acura Client Services at (800) 382-2238.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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