

Example of Client Letter

August 2007

**Noncompliance Recall:
RDX Certification Label**

Dear RDX 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 found that certain 2008 model year Acura RDX vehicles may fail to comply with 49 CFR Part 567, "Certification." Some certification labels may not contain the required tire and rim size information.

What should you do?

Call [*selling dealer's name and telephone number to be inserted here*] and make an appointment to have your vehicle updated. The dealer will confirm that your certification label needs to be replaced. The dealer will remove the incorrect label and adhere the correct label. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you get from your Acura dealer, you can 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 claim to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Or call the toll-free Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Our records show that you are the current owner of a 2008 RDX 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.

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**