

Example of Client Letter

December 2007

Safety Recall: Power Steering Fluid Leak

Dear RL 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 2005–2008 model year RL vehicles. Prolonged high under-hood temperatures may cause the power steering hose to deteriorate prematurely and may cause the hose to crack and leak power steering oil. Oil leaking onto a hot catalytic converter will generate smoke and possibly lead to an under-hood fire.

What should you do?

Call any authorized Acura dealer and make an appointment to have your vehicle repaired. The dealer will inspect and replace the power steering hose *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 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
1200 New Jersey Avenue, S.E.
Washington, DC 20590

You can also call the toll-free Safety Hotline at (888) 327-4236 (TTY [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 2005–2008 RL potentially affected by 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