



Instructions for Reimbursement
Safety Recall: A/T Software Update To Prevent Transmission Damage

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the automatic transmission in your vehicle repaired or replaced because of a secondary shaft bearing failure. This action covers *only* secondary shaft bearing failures, which are most often caused by shifting repeatedly between Reverse (R), Neutral (N), and Drive (D) at high engine RPM, and result in transmission repair or replacement. Among other symptoms, a damaged bearing may cause the engine to stall or the vehicle to roll after the gear selector has been placed in the Park (P) position. Transmission repairs or replacement unrelated to a secondary shaft bearing failure are not eligible for reimbursement.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

- ✓ **Complete this reimbursement form.**
- ✓ **Attach a copy of the repair receipt or invoice for the repair.** A copy of the repair invoice from an authorized Honda dealer or independent repair facility, indicating the transmission secondary bearing repair, will meet this need. This invoice should show your vehicle's model, vehicle identification number (VIN), the name and address of the facility that did the repair, the itemized cost of the repair (parts and labor), and the date the work was completed.
- ✓ **Attach proof of payment**, such as a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- ✓ **Mail this completed form and the copies of the receipts and invoices to:**

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509-2964

Please allow 6 to 8 weeks for reimbursement.

Failure to include proper documentation can delay your reimbursement. If you have questions, please call your local authorized Honda dealer. If they cannot help you, call 800-999-1009, and select option 4.
 (Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente al 800-999-1009 y seleccione la opción 4.)

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Fill in the following blanks. Please print clearly, and provide complete information.

 Name () _____
 Daytime telephone number

 Address Apt. No.

 City State Zip Code

 Vehicle Identification Number (VIN) **REQUIRED** _____ \$ _____
 Mileage at time of repair Total amount requested

 Name of facility that did the repair

Make sure to include all required supporting information with your request.