

PAGES 1 TO 8 ARE PROTECTED BY
COPYRIGHT AND HAVE BEEN
PURPOSELY OMITTED

Example of Customer Letter for 1999, 2000, and 2001
Odysseys **not yet** repaired according to S/B 00-009

Summer 2005

Warranty Extension: EGR System Clogging

Dear Odyssey Owner:

In some 1999–01 Odysseys, the exhaust gas recirculation (EGR) system can become clogged. If this happens, your vehicle may hesitate or surge during light acceleration, and the malfunction indicator lamp on the instrument panel may come on.

Warranty Extension Details

To provide protection in the unlikely event your vehicle experiences this problem, we are extending the warranty coverage for EGR system clogging to 8 years or 80,000 miles, whichever comes first. If your vehicle hesitates or surges during light acceleration and/or if the malfunction indicator lamp comes on, take your vehicle to any Honda dealer for service. If the dealer determines the cause to be EGR system clogging and, if your vehicle is within the warranty extension time or mileage, they will repair your vehicle, *free of charge*.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 1999–01 Odyssey receiving the warranty extension for EGR system clogging. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you have questions

If you have questions about this notice, or feel you may have paid for a repair that is covered by this warranty extension, please call Automobile Customer Service at (800) 999-1009.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Example of Customer Letter for 1999, 2000, and 2001
Odysseys **already** repaired according to S/B 00-009, and
all other vehicles within the affected VIN ranges

Summer 2005

Warranty Extension: EGR Valve

Dear Honda Owner:

In some 1999–03 Odysseys and 2003 Pilots, the exhaust gas recirculation (EGR) valve can become contaminated. If this happens, your vehicle may hesitate or surge during light acceleration, and the malfunction indicator lamp on the instrument panel may come on.

Warranty Extension Details

To provide protection in the unlikely event your vehicle experiences this problem, we are extending the EGR valve warranty coverage to 8 years or 80,000 miles, whichever comes first. If your vehicle hesitates or surges during light acceleration and/or if the malfunction indicator lamp comes on, take your vehicle to any Honda dealer for service. If the dealer determines the cause to be the EGR valve and, if your vehicle is within the warranty extension time or mileage, they will repair your vehicle, *free of charge*.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 1999–03 Odyssey or 2003 Pilot receiving the EGR valve warranty extension. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you have questions

If you have questions about this notice, or feel you may have paid for a repair that is covered by this warranty extension, please call Automobile Customer Service at (800) 999-1009.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division