

CSC-10026770-4538

Example of Client Letter

Winter/Spring 2007

**Warranty Extension: 2004 TSX Audio
Unit Display**

Dear 2004 TSX Owner:

This letter is to notify you of a warranty extension on your vehicle's audio unit.

Warranty Extension Details

In some audio units, a component failure on the printed circuit board (PCB) could cause the audio display to become dark or dim, and prevent the audio/HVAC panel buttons from illuminating. On vehicles with navigation systems, this condition does not affect the display, but the navigation panel buttons do not illuminate.

To ensure that you have adequate warranty coverage for this potential problem, Acura is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects the standard 4 years or 50,000 miles warranty applies, whichever occurs first.

If the audio display becomes dark or dim, or if the HVAC buttons don't illuminate when the headlights are on, take your vehicle to any Acura dealer for an inspection. If the dealer finds the problem to be the audio unit display, and your vehicle is within the extended warranty time/mileage limits, they will replace the printed circuit board (PCB) inside the audio unit, *free of charge*. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

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

Our records show that you are the current owner or lessee of a 2004 TSX receiving this 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 paid to have a defective audio unit 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.

If you have questions.

If you have questions about this notice, or need help contacting an Acura dealer, please call Acura Client Services at (800) 382-2238.

Sincerely,

**AMERICAN HONDA MOTOR CO., INC.
Acura Automobile Division**