

Example of Client Letter

Spring 2008

Product Update: AcuraLink Does Not Receive Messages From Acura

Dear 2008 RL Owner:

This notice has been sent to inform you of an update that may be needed for your vehicle.

What is the problem?

An important part of your vehicle's AcuraLink system is to receive service reminders, vehicle tips, and other messages directly from Acura. Because of a software problem, your vehicle may not be receiving these messages.

What you should do.

Call any Acura dealer, and make an appointment to have your vehicle updated. The dealer will update your vehicle's AcuraLink software, *free of charge*. Please plan to leave your vehicle at the dealership for half a day to allow some flexibility in scheduling. Soon after the software is updated, your vehicle will begin to receive messages from Acura.

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

Our records show that you are the current owner or lessee of a 2008 RL involved in this product update. If this is not the case, or the name/address information is incorrect, please fill out and return the included, postage-paid Information Change Card. We will then update our records.

If you have questions.

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

We apologize for any inconvenience this product update may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Acura Automobile Division**