

*Example of Client Letter*

March 2012

**Product Update: Software Update for Lock-up Clutch**

Dear Acura Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

**What is the problem?**

On some 2010–12 MDXs and ZDXs, a transmission judder (vibration) may sometimes be felt while driving between 20–60 mph. To minimize the probability for judder to occur, a software update for the transmission is available. Even if you do not feel a judder from the transmission, you should still have the software updated. Otherwise, the transmission may become damaged.

**What should you do?**

Contact any authorized Acura dealer for an appointment to have your vehicle's software updated. The dealer will update the software in the powertrain control module. This work will be done free of charge. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

**Lessor Information**

If this is a leased vehicle, please forward a copy of this notice to the lessee.

**If you have questions**

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at **800-382-2238**, and select option 4. You can also locate a dealer online at [acura.com](http://acura.com).

We apologize for any inconvenience this product update may cause you. Our goal is to ensure that your vehicle continues to be as reliable and enjoyable as possible.

Sincerely,

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