

Example of Customer Letter

May 2012

Warranty Extension: PCM Update for Lock-Up Clutch Function

Dear Odyssey Owner:

This letter is to notify you of a warranty extension on your Odyssey.

What is the reason for this notice?

On some vehicles, a judder from the torque converter lock-up clutch may be felt while driving between 20–60 mph. If you feel the judder, a software update for the transmission is available. This judder is a customer comfort issue and not safety related. Your Odyssey will not stall or fail to accelerate because of the judder. To increase customer confidence, American Honda is extending the warranty on the torque converter in affected vehicles to 8 years from the original date of purchase or 105,000 miles, whichever comes first.

What should you do?

If you feel the judder, call any authorized Honda dealer and make an appointment to have your vehicle's software updated at *no cost to you*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

What if you already had your vehicle repaired for this issue

If you previously paid to have the torque converter replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information

If you are the vehicle lessor, please forward a copy of this warranty extension notice to the lessee.

If you have questions

If you have any questions about this notice, or need assistance with contacting a Honda dealer, please call Honda Automobile Customer Service at **1-800-999-1009**, and select option 4. You can also locate a dealer online at *Hondacars.com*.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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