

Example of Customer Letter

September 2011

Product Update: Software Update to Improve Fuel Injector and VTC Timing

Dear Honda 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 2008–11 Accords and 2010–11 CR-Vs, the fuel injector timing and VTC timing at cold start may create deposits on the oil control rings that could contribute to increased oil consumption.

What should you do?

Contact any authorized Honda dealer for an appointment to have the software in your vehicle updated. The dealer will update the powertrain control module (PCM) software. 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.

California Residents - After doing the update, your dealer will give you a Proof of Correction certificate. Keep this certificate for your records as proof that the product update was completed. Submit the certificate to the DMV only if the DMV requests it.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2008–11 Accord or 2010–11 CR-V involved in this campaign. If this is not the case, or the name/address information is not correct, please complete, sign, and return the enclosed, postage-paid Information Change Card. We will then update our records.

Lessor Information

If this is a leased vehicle, and you are the lessor/registered owner, please forward a copy of this notice to the lessee.

If you have questions

If you have questions about this notice, or need help contacting a Honda dealer, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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