



October 2016

This notice applies to your vehicle:

Warranty Extension: 2010 Accord Crosstour Software Update for Lock-up Clutch Function
Warranty Extension: 2010 Accord Crosstour Torque Converter

Dear

On some 2010 Accord Crosstour vehicles, there may be a judder from the torque converter lock up clutch felt while driving between 20-45 mph.

To ensure your confidence in our product, American Honda is taking two actions:

There is a software update to minimize the possibility for the judder to occur. The software is available to customers free of charge for 8 years from the original date of purchase or 105,000 miles, whichever comes first. The software update can be applied to a vehicle after the expiration of the extended warranty, but the customer is responsible for any costs.

In some cases, the torque converter may be damaged before the software update was applied. To ensure your confidence in our product, American Honda is extending the warranty on the torque converter to 8 years from the original date of purchase or 105,000 miles, whichever comes first. This warranty extension provides coverage for the current owner and any subsequent owners. **No action is required on your part unless you experience a problem.** The warranty extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

What should you do?

If you feel any judder from the vehicle when driving between 20-45 mph, contact any authorized Honda dealer for an appointment to have your vehicle's software updated. If the judder does not go away, or returns at a later time, the dealer may need to replace the torque converter. Please plan to leave your vehicle at the dealer for at least a half a day to allow them flexibility in scheduling. More time will be required to replace the torque converter.

Lessor Information

Please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2010 Accord Crosstour involved in this warranty extension. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-888-234-2138. You can also locate a dealer online at Hondacars.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division