



Honda Motor Company
12345 Street • Any City, MI 12345-6789
(888)-123-4567

<John Q Sample>
<1234 Any Street>
<Any State USA 12345>

<Date> 2016

Reminder: Your <Model> needs an important software update. Call an Authorized Honda Dealer Today to Make an Appointment!

Dear <Name>:

Our records indicate your <Model>'s transmission software still needs an update. To **prevent permanent damage and avoid costly repairs**, we highly recommend having your vehicle updated as soon as possible. Honda will update the software **free of charge**. All you have to do is:

- **Contact any authorized dealer to make an appointment, or**
- **Visit your local dealer at your convenience**

The sooner you do so, the easier and quicker the process. Please plan on leaving your vehicle at the dealer for at least a half a day. In the event your transmission also needs to be replaced, this work will be done free of charge as well.

Reason for the update: Under certain driving conditions this software issue causes a problem, which may allow a transmission belt to slip. If the belt slips, you may see a surge when driving at highway speeds. If the belt slips long enough, the transmission will be damaged.

Go to www.productupdates.honda.com to watch a special video that explains, in more detail, the reason for the update and next steps.

If you have any questions, or would like help locating an authorized Honda dealer, call Honda Automobile Customer Service at

1-855-300-0916

Monday-Friday, 6 a.m. to 6 p.m. PT,
Saturday 7:30 a.m. to 4 p.m. PT, or
Sunday 6 a.m. to 2:30 p.m. PT.

You can also locate a dealer online at <http://owners.honda.com>. Customers in U.S. territories, please contact your local dealer/distributor.

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

VIN: XXXXXXXXX

California drivers: Remember, the DMV will not renew your registration until this emissions recall has been completed. Keep the Vehicle Emission Recall - Proof of Correction certificate the dealer gives you after the procedure for your records. The DMV may request it as proof the emissions recall was completed.

