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Sent on	08	31	2019	Expires on	11	18	2019
From	Brad Ortloff, Manager Auto Campaign Administration Dept.						
Subject	UPDATE Warranty Extension: 200914 Acura 3.7L Multi-model Oil Consumption						

DATE: August 31, 2019

TO: All Acura Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager Auto Campaign Administration Dept.

Re: UPDATE Warranty Extension: 2009-14 Acura 3.7L Multi-model Oil Consumption Exceeds Client Expectations/ Six Month Grace Period.

On January 16, 2019, Acura announced a warranty extension for certain 2009-14 Acura vehicles equipped with a 3.7L V6 engine to address client concerns related to excessive oil consumption. Acura extended the powertrain warranty coverage to address engine issues related to excessive oil consumption from the original 6 years/70,000 miles to 8 years/125,000 miles, whichever comes first. In addition, all vehicles were provided a grace period until August 31, 2019 and were covered regardless of time in service or mileage.

BACKGROUND

Due to high demand, certain parts related to this warranty extension are currently on backorder. To ensure client satisfaction and confidence, Acura is extending the deadline to file claims for the following conditions:

- Vehicles with confirmed oil consumption that cannot be repaired at this time due to parts supply.
- Repairs resulting from oil consumption tests that are currently in process as of August 31, 2019.

PARTS

Parts are currently on backorder and are being expedited through our supply chain to meet demand. Until supply stabilizes, parts will be allocated based on the normal backorder fulfillment process.

If you have clients that exceed the 8 years/125,000 miles warranty extension limits while waiting on backordered parts:

- Submit a parts order for any vehicle requiring repair based on oil consumption test results
- Advise the client to monitor the oil level of their vehicle per the owner's manual
- Once parts arrive, contact your client to schedule an appointment to repair the vehicle

WARRANTY

Please ensure that the repair order references the original oil consumption test results. Once repairs are completed, submit a warranty claim using the original repair order date and attach the oil consumption test and original repair order to the warranty claim. **A repair order must be opened to initiate the oil consumption test. The initial oil consumption repair order and test results must be included for claim reimbursement.**

SERVICE BULLETIN

Service bulletin 19-052, *Warranty Extension: Engine Oil Consumption Exceeds Client Expectations*, has been

posted to the Service Information System as of August 31, 2019. It includes parts, tools, warranty, and repair procedure information related to this warranty extension population.

CLIENT NOTIFICATION

No additional client notification will be conducted.

As always, be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaigns.