

Fall 2011

Product Update: Important Front Suspension Inspection Is Needed

Dear MDX 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?

Your vehicle's active damper system (ADS) monitors road conditions and changes the firmness of the ride, as needed, by increasing or decreasing the rate of up and down travel of the two front and the two rear dampers (shock absorbers).

The ADS includes an electrical connector on the bottom of each front damper. In areas where road salt is used, the front damper electrical connectors may be susceptible to corrosion. Over time, excessive corrosion can cause the front damper electrical connectors to fail, resulting in a loss of front damper monitoring by the ADS. A failed front damper electrical connector may also cause the ADS indicator on the instrument panel to stay on.

Our records indicate your vehicle was either sold or leased in an area where road salt is used, or that your vehicle is currently registered in a state where road salt is used.

What should you do?

Contact any authorized Acura dealer for an appointment to have your vehicle inspected. The dealer will replace all needed suspension parts, free of charge. Please plan to leave your vehicle at the dealer for one day to allow some flexibility in scheduling. If you cannot leave your vehicle for one day, please contact the dealer to discuss other options.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2007-2009 MDX involved in this product update. 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. If this is a leased vehicle and the lessor and registered owner received this reminder, please forward a copy of this reminder to the lessee.

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

This product update ends on July 8, 2014.

After that, any applicable warranty would apply.

If you have questions.

If you have questions about this notice, please call Acura Client Relations at 800-382-2238, and select option 4. If you need assistance in locating an Acura dealer, go to www.acura.com.

We apologize for any inconvenience this campaign may cause you. Our goal is to ensure that your vehicle continues to be as reliable and enjoyable as possible.

Sincerely,

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



1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone: 310.783.2000
Fax: 310.785.3900

Otoño 2011

Actualización de producto: Una inspección importante de la suspensión delantera es necesaria

Estimado propietario de un vehículo MDX:

Esta carta tiene la intención de notificarle de un posible problema con su vehículo y lo que debe hacer para resolverlo.

¿Cuál es el problema?

El sistema de amortiguación activa (ADS) de su vehículo monitorea las condiciones del camino y cambia la firmeza de la marcha, como sea necesario, aumentando o disminuyendo el índice de elevación y descenso de los dos amortiguadores delanteros y traseros.

El ADS incluye un conector eléctrico en la parte inferior de cada amortiguador delantero. En algunas áreas de camino donde se usa la sal, los conectores eléctricos de los amortiguadores delanteros pueden ser susceptibles a la corrosión. Con el tiempo, la corrosión excesiva puede causar que fallen los conectores eléctricos del amortiguador delantero, produciendo una pérdida del monitoreo del amortiguador delantero por el ADS. Un conector eléctrico del amortiguador delantero con falla también puede causar que el indicador ADS en el panel de instrumentos se mantenga encendido.

Nuestros registros muestran que su vehículo fue vendido o arrendado en un área donde se utiliza la sal en el camino, o que su vehículo está actualmente registrado en un estado donde se utiliza la sal en el camino.

¿Qué debe hacer?

Comuníquese con cualquier concesionario Acura autorizado para coordinar una cita para inspeccionar su vehículo. El concesionario reemplazará todos los componentes de la suspensión necesarios, sin costo alguno. Por favor haga planes para dejar su vehículo en el concesionario por un día, para permitir algo de flexibilidad en la programación. Si usted no puede dejar su vehículo por un día, por favor comuníquese con el concesionario para discutir otras opciones.

Qué debe hacer si considera que esta notificación es errónea

Nuestros registros muestran que usted es el propietario o arrendador actual de un vehículo MDX 2007-2009 el cual forma parte de esta actualización de producto. Si no es el caso, o si la información de nombre/dirección no es correcta, por favor complete, firme, y devuelva la Tarjeta de Cambio de Información anexa con el porte pagado. Con esto actualizaremos nuestros registros. Si este es un vehículo arrendado y el arrendador y propietario registrado reciben este recordatorio, por favor envíe una copia de este recordatorio al arrendatario.

Si usted previamente pagó por el reemplazo de los amortiguadores delanteros, usted puede calificar para un reembolso. Consulte las Instrucciones para Reembolso anexa para los requisitos de elegibilidad y el procedimiento de reembolso.

Esta actualización de producto termina el 8 de julio del 2014

Después de esa fecha se aplicaría cualquier garantía que corresponda.

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Instructions for Reimbursement: 2007 MDX Front Damper Coil Connector Corrosion/ADS Indicator Is On

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have your vehicle repaired because of corroded front damper coils or the ADS indicator stayed on with one of the following Diagnostic Trouble-shooting Codes: 5-5, 5-6, 6-1, 6-2, or 7-9.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

- ✓ **Complete this form.**
- ✓ **Attach a copy of the repair receipt or invoice for the repair.** A copy of the repair invoice from an authorized Acura dealer or independent repair facility, indicating replacement of the front dampers, will meet this need. This invoice should show your vehicle's model, vehicle identification number (VIN), the name and address of the facility that did the repair, the itemized cost of the repair (parts and labor), and the date the work was completed.
- ✓ **Attach proof of payment**, such as a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- ✓ **Mail this completed form and copies of the receipts and invoices to:**

**American Honda Motor Co., Inc.
Acura Client Relations
P.O. Box 2964
Torrance, CA 90509-2964**

Please allow six to eight weeks for reimbursement.

Failure to include proper documentation can delay your reimbursement. If you have questions, please call your local authorized Acura dealer. If they cannot help you, call 800-382-2238, and select option 4.

Note: Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente al 800-382-2238 y seleccione la opción 4.

Fill in the following blanks. Please print clearly, and provide complete information.

Name _____ () _____
Daytime telephone number

Address _____ Apt. No. _____

City _____ State _____ ZIP Code _____

Vehicle Identification Number (VIN) REQUIRED _____ Mileage at time of repair _____ \$ _____
Total amount requested

Name of facility that did the repair _____

Make sure to include all required supporting information with your request.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 426 GARDENA, CA

POSTAGE WILL BE PAID BY ADDRESSEE:

American Honda Motor Co., Inc.
P.O. BOX 2215
Torrance, California 90509-9870

