



March 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 2009 MDX involved in this product update. 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 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 March 12, 2014.

After that, any applicable warranty would apply.

If you have questions

If you have questions about this notice, or need help contacting an Acura dealer, please call Acura Client Relations at 800-382-2238, and select option 4.

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**



Instructions for Reimbursement: Important Front Suspension Inspection Is Needed

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.

CSC-10038347-8737



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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

