

*Example of Customer Letter*

**Product Update: Audio and Audio-Navigation Unit Software Update**

Dear Accord Owner:

This letter is to inform you of a software update for your audio or audio-navigation unit that will repair several known audio, HandsFreeLink, and navigation system bugs.

**What should you do?**

Contact any authorized Honda dealer for an appointment to have your vehicle updated. This work will be done free of charge.

**Lessor information**

If you are the vehicle lessor receiving this product update notice, 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 2013 Accord 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 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 1-800-999-1009, and select option 4. You can also locate a dealer online at *Hondacars.com*.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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