



AUTOMOBILE DIVISION

American Honda Motor Co., Inc.
1919 Torrance Blvd., – P.O. Box 2215
Torrance, CA 90509-9870

CSC-10058376-4685

▼ PLEASE DETACH, SIGN BELOW AND PLACE IN RETURN ENVELOPE ▼

INFORMATION CHANGE CARD

PLEASE PROVIDE NAME AND ADDRESS CORRECTIONS ON THE REVERSE SIDE

◀ VEHICLE IDENTIFICATION NUMBER

PLEASE SIGN AND RETURN THIS CARD
ONLY IF YOU HAVE MADE CHANGES

I no longer own this vehicle. It was:

- ☐ Sold (*print name and address of new owner on reverse, if known*)
☐ Exported
☐ Destroyed
☐ Stolen
☐ Lease expired, vehicle returned.
☐ Other:

Nota:

Si usted necesita esta
información en español
por favor comuníquese
con Servicio al Cliente de
Automóviles Honda al
1-888-234-2138.

Signature: X Date: _____

SIGNATURE OF REGISTERED OWNER OR LESSEE REQUIRED

INFORMATION CHANGE CARD

- ☐ New owner information
- ☐ My name or address has changed

[illegible]

INITIAL

[illegible]

LAST NAME

[illegible]

ADDRESS NUMBER

[illegible]

CITY

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STATE

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ZIP

[illegible]

EMAIL ADDRESS			

			—			—			
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PHONE



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American Honda Motor Co., Inc.
1919 Torrance Blvd., – P.O. Box 2215
Torrance, CA 90509-9870

August 2015

Warranty Extension: 2009–14 Pilot Front Suspension Rear Lower Arm Bushing

VIN: <VIN>

Dear <First Name/Last Name>:

On some 2009–14 Pilot vehicles, the front suspension rear lower arm rubber bushings (compliance bushing) may crack resulting in a leak or suspension noise because of exposure to heat and ozone in the atmosphere. To ensure your confidence in our product, American Honda is extending the warranty of the front suspension rear lower arm bushings to 7 years from the original date of purchase or 100,000 miles, whichever comes first. This warranty extension provides coverage for the current owner and any subsequent owners. No action is required on your part unless you experience a problem. The warranty extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

What should you do?

If there is any noise or fluid leak from the front suspension area, come in to have your vehicle inspected. If the noise or leak is caused by the front compliance bushing leaking, the dealer will repair your vehicle free of charge. Please plan to leave your vehicle at the dealer for one full day to allow them flexibility in scheduling.

Lessor Information

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 2009–14 Pilot involved in this warranty extension. 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 1-888-234-2138. You can also locate a dealer online at Hondacars.com.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Agosto del 2015

Extensión de garantía: Bujes del brazo inferior trasero de la suspensión delantera de la Pilot 2009–2014

VIN: <VIN>

Estimado <First Name/Last Name>:

En algunos vehículos Pilot 2009–2014, la goma de los bujes (bujes elásticos) del brazo inferior trasero de la suspensión delantera puede agrietarse con el resultado de una fuga o ruido de la suspensión debido a la exposición al calor y el ozono en la atmósfera. Para asegurar su confianza en nuestro producto, American Honda está extendiendo la garantía de los bujes del brazo inferior trasero de la suspensión delantera a 7 años de la fecha original de compra o 100.000 millas, lo que ocurra primero. Esta extensión de garantía brinda cobertura al propietario actual y a cualquier propietario subsiguiente. No se requiere ninguna acción de su parte a menos que usted experimente algún problema. La extensión de garantía es válida excepto para cualquier vehículo que se haya declarado como pérdida total o vendido como chatarra por una institución financiera o compañía de seguro, o sobre el que se haya emitido un título de "mercancía averiada" o similar conforme a las leyes de cualquier estado.

¿Qué debe hacer?

Si hay cualquier ruido o fuga de líquido desde el área de la suspensión delantera, haga una cita para la inspección de su vehículo. Si el ruido o fuga es ocasionado por fuga de los bujes elásticos delanteros, el concesionario reparará su vehículo sin costo alguno. Por favor haga planes para dejar su vehículo en el concesionario por un día completo, para permitirles flexibilidad en la programación.

Información para el arrendador

Por favor envíe una copia de esta notificación al arrendador.

Qué debe hacer si considera que esta notificación es errónea

Nuestros registros indican que usted es propietario o arrendador de un vehículo Pilot 2009–2014, el cual forma parte de esta extensión de garantía. Si no es el caso, o si la información de nombre/dirección no está correcta, por favor llene y devuelva la Tarjeta de Cambio de Información anexa con el porte pagado. Con esto actualizaremos nuestros registros.

Si tiene preguntas

Si tiene preguntas acerca de ésta notificación o si necesita asistencia para ubicar un concesionario Honda, por favor comuníquese con Atención al Cliente de Automóviles Honda al 1-888-234-2138. Usted también puede ubicar un concesionario en línea en Hondacars.com.

Atentamente,

American Honda Motor Co., Inc.
División Automotriz de Honda

Instructions for Reimbursement

Honda Warranty Extension JQ0 and JQ1

Eligibility Requirements

You may be eligible for reimbursement if you meet all the requirements:

- You paid to have either front suspension rear lower arm (compliance) bushing replaced because of noise or leaks prior to receiving this notice.
- **The repair was completed before the date of this notice. Repairs made after the notice date must be performed by a Honda dealer.**
- You owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- You provide a paid invoice.

Please complete this form and attach the items listed below. Failure to include all requested information will result in delays and possible denial of your request.

Your invoice must include:

1. Vehicle Identification Number (VIN)
2. Name and Address of the repair facility
3. Itemized cost of repair – parts and labor
4. Date the work was completed
5. Proof of Payment – copy of the canceled check, bank statement, or credit card receipt showing that you paid for the repair. Cash payments must be documented on the invoice. Please submit copies only. These documents will not be returned.

Repairs were performed at (check one): ☐ Authorized Honda Dealer ☐ Independent Repair Facility

Return Your Reimbursement Request Form and Requested Documents

Via Fax: **(310) 224-6051**

Via Mail: American Honda Motor Co., Inc.
Automobile Customer Services
P.O. Box 2964
Torrance, CA 90509-2964

(Fill-in the information below – Please print)

Your Name:																								
Home Address:																				Apt.#:				
City:															State:					ZIP:				
Daytime Phone:										Cell Phone:														
Vehicle Identification Number																								
e-mail Address:																								
Total Amount Requested: \$																								

Repair cost only. Incidental expenses (rental, fuel, loss of wages, etc.) are not covered.

**Si usted necesita esta información en español por favor comuníquese con
Servicio al Cliente al 888-234-2138**