

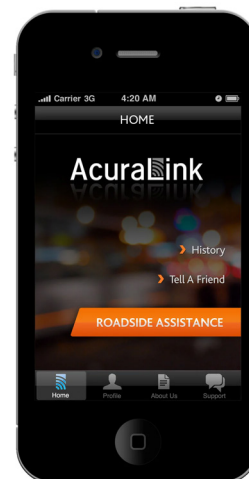
Exciting News!

# Roadside Assistance Now Available via AcuraLink App



We are pleased to announce an enhancement to the roadside assistance experience for New Vehicle, Certified Pre-Owned (CPO), and Acura Care Vehicle Service Contract (VSC) & Sentinel clients. Beginning May 29, 2026, clients with active roadside coverage will be able to access their services on **Roadside Assistance Digital Dispatch** through the AcuraLink® mobile application. Roadside Assistance Digital Dispatch is only available for vehicles compatible with AcuraLink®. This update is part of our continued effort to provide a more seamless and modern client experience.

This new feature allows clients to request roadside assistance directly through the app — quickly and conveniently — without needing to speak to an agent. Eligible clients can always choose to call for roadside assistance if they prefer speaking with a representative at 800-594-8500.



| ELIGIBILITY                                                                                              | REQUEST CHANNEL           |
|----------------------------------------------------------------------------------------------------------|---------------------------|
| <b>New vehicles within time and mileage</b>                                                              | Digital Dispatch or phone |
| <b>Certified Pre-Owned Warranty</b><br>within time & mileage, purchased after August 1, 2023*            | Digital Dispatch or phone |
| <b>Acura Care VSC &amp; Sentinel contracts</b><br>within time & mileage, purchased after August 1, 2023* | Digital Dispatch or phone |
| <b>New vehicles over time or mileage</b>                                                                 | Phone only                |
| <b>Certified Pre-Owned Warranty over time or mileage</b>                                                 | Phone only                |
| <b>Acura Care VSC &amp; Sentinel contracts over time or mileage</b>                                      | Phone only                |
| <b>No warranties or Acura Care VSC &amp; Sentinel contracts</b>                                          | Phone only                |

\*Digital Dispatch is not available for Certified Pre-Owned Warranty or Acura Care VSC & Sentinel contract clients with active roadside coverage who purchased on or prior to July 31, 2023; clients must call for assistance.

## Key Benefits of the Enhanced Roadside Assistance Feature:

- **Convenience:** Request help via the app — no call needed
- **Real-Time Updates:** Track service status live
- **Improved Efficiency:** Quicker response and communication
- **Enhanced Experience:** Greater peace of mind during unexpected roadside situations

## How to Access the New Feature:

### Available Through AcuraLink®

- Available in the U.S. through the AcuraLink® mobile app

### For Existing Users

- Feature will appear with a standard app update via the App Store or Google Play.
- A “What’s New” message will highlight the update upon opening the app.

### For New Users

- Downloads on or after May 29, 2026 will include the new feature automatically.

**Note:** This feature is not available on the Acura EV mobile application (ZDX) or for NSX vehicles.