



ACURA

PRECISION CRAFTED PERFORMANCE

2017

NSX

Consultation and Delivery Guide



The NSX client has high expectations about every aspect of the purchase experience. They're looking for a trusted associate who knows the NSX inside and out.

This is especially true during the NSX order consultation process and at delivery.

This guide is designed to:

- Provide **recommended language** to use when describing dynamic characteristics of the NSX.
- Alert you to specific issues related to NSX features and options that should be discussed during the **build-to-order consultation**.
- Call out features you must cover at **delivery**.
- Highlight considerations for **high-performance driving**.

Recommended Wording

In the process of introducing the press and clients to the 2017 NSX, Acura has continued to refine the language that best describes this New Sports Experience.

Some early press events and training used a few phrases that should be further explained with the suggestions below.

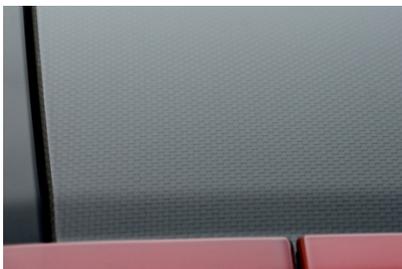
When Discussing	Use This Language	Further Explains
What "NSX" means	<ul style="list-style-type: none"> • New Sports Experience • The essence of the New Sports eXperience is the capacity of the car to translate driver inputs with incredible speed and fidelity. • This is enabled by: <ul style="list-style-type: none"> – Sport Hybrid SH-AWD – The ultra-rigid multi-material body – Outstanding chassis fundamentals 	"Everyday supercar"
What the NSX interior offers the driver	<p>Driver-oriented cockpit with exceptional ergonomics, which include:</p> <ul style="list-style-type: none"> • A low cowl and thin A-pillars for excellent forward visibility • Meticulously designed seats and steering wheel • Padding for knees and elbows • Simple, intuitive controls 	"Human fit"
Acceleration	The NSX was created to deliver a more vivid, immediate and intuitive dynamic experience with instant acceleration.	"Zero delay"
Braking	The NSX has powerful, precise and natural braking capability – seamless integration of mechanical and regenerative braking capability with an incredibly natural and precise feel.	"Fade-free braking"

When Discussing	Use This Language	Further Explains
Cornering	<ul style="list-style-type: none"> • The NSX was designed for exceptional handling and cornering capability. • Supported by an ultra-rigid multi-material body and outstanding chassis fundamentals, Sport Hybrid SH-AWD extracts more performance from the car with higher cornering speeds and more precise line trace than is possible with conventional powertrain/chassis technology. 	"On-rails cornering"

NSX Order Consultation

Share the following with clients during your NSX presentation and especially during the build-to-order conversation:

- **NSX Audio:** There is no available AM radio or CD player.
 - Clients can listen to AM radio using a smartphone radio service app (such as iHeartRadio) and the *Bluetooth*® audio capability of the NSX.
 - Clients can enjoy their personal music collection by playing music stored on a connected phone, MP3 player or flash drive.
- **NSX Exterior Colors and Options:**
 - The Andaro® paint color – Valencia Red Pearl – is a separate color than the red calipers on the “Carbon-Ceramic Rotors with Red Calipers” factory option; these colors were not designed to match. Whenever possible, use the paint samples that are part of the Acura Performance Console when discussing color choices rather than a tablet or desktop display. When clients choose red exterior paint colors and red calipers, be sure to confirm their understanding that the paint colors are not color matched.
 - Advise clients interested in the “Carbon-Ceramic Rotors with Silver Calipers” option that the silver color may change to a gold after sustained high-heat braking conditions. This is particularly important for clients who anticipate high-performance driving events or conditions.
 - The material used for the exterior carbon-fiber options will not suffer discoloration like this material does on some other OEM supercars. However, you should point out there are slight variances in the pattern of carbon-fiber weave between these different components.



- **Accessory Wheels:** The accessory wheel is not recommended for track use, since the design is not optimized for cooling. The signature Y-spoke wheels are best suited for high-performance driving.



NSX Accessory Wheels

- **Carbon-Fiber Interior Sport Package:** Clients should understand that this package includes more than just carbon-fiber insets. It also includes a polished aluminum-alloy accelerator, brake pedal and left footrest, which create a dynamic feel and track-inspired look for the interior.
- **Manual Seat Adjustments:** For a client who prefers the manual seats, demonstrate how to make adjustments for maximum comfort.

NSX Delivery

Regardless of when and where your NSX client takes delivery, find a way to discuss the following items, in addition to the other features of interest to the client, and the NSX client disclosure document.

- **Paint Care:** The NSX is finished with a superior quality exterior paint and clear coat in order to provide the high-luster finish expected from an exotic car. While mass production paint is bake-cured at the factory, the paint used on the NSX goes through a natural curing process that may take **up to 60 days to complete**. To ensure proper curing, the paint needs to “breathe,” allowing the solvents within to out-gas. Any product that seals the paint surface physically or chemically should not be used during the curing period. During the curing period, the client **should not:**
 - Apply products with sealing protection such as wax or sealant.
 - Use protective and/or decorative wrappings (that cling to the paint, not a fabric car cover) and/or sprays.
 - Park the NSX under trees in order to avoid tree sap and bird droppings.
 - Use detailing clay.

For complete details, see the “NSX Exterior Paint Handling Information” job aid.

- **Car Wash Mode:** Similar to other Acura vehicles with electronic gear selectors, the NSX has a Car Wash Mode; however, it is not recommended that you use a conventional car wash at your dealership or that clients take the NSX to one. However, this feature will be useful when loading or unloading the NSX onto a trailer with the engine off.
 - According to the “NSX Exterior Paint Handling Information” job aid: **NEVER** wash the NSX with any car washing machine with roller track or use any motorized cleaning devices which could damage the vehicle and its paint. **Always wash the NSX by hand** with a mild car wash detergent and plenty of fresh water.
- **Long-Term Storage:** Refer clients to the “Long-Term Storage” section of the *NSX Owner’s Guide*.
 - Connecting the 12-volt battery to a charger **does not** maintain the charge of the separate lithium-ion hybrid battery.
 - The *Owner’s Guide* recommends driving the vehicle **for more than 30 minutes at least once every three months** to maintain the lithium-ion battery.
- **Remote Transmitter:** If the remote transmitter is inside the vehicle, the doors will not lock. If the client is closing the deck lid while holding the remote transmitter very close to the vehicle, the vehicle may read the transmitter as being inside the vehicle, and the deck lid will not latch.
- **Fueling:** When fueling the NSX, Acura does not recommend the practice of “topping off” the tank. Refer to the *Owner’s Manual* for additional detail.

High-Performance Driving

The ultimate place to experience NSX/driver connection is at a racetrack or other closed-course venue. In fact, many supercar owners take their cars to “track days,” where they can experience their car’s amazing performance in an environment that generally is more controlled than the open road. Therefore, Acura highly recommends that NSX owners only engage in high-performance driving.

Regardless of whether the client indicates they are interested in taking their NSX to a closed course, given the performance characteristics of the NSX, be sure to cover (in addition to the warranty limitations):

- The main points in the “High Performance Driving” section of the *NSX Owner’s Guide*.
- That Launch Mode Control is recommended for use in a closed course or track environment only.
- The possibility of a color change in the calipers after sustained high-heat braking conditions (for clients who ordered the “Carbon-Ceramic Rotors with Silver Calipers” option).
- The Accessory Wheels are not recommended for track use, because the design is not optimized for maximum cooling, so the client will have to use different wheels for high-performance driving (for clients who ordered the Accessory Wheels).