

## View Message

Sent on 07 18 2012 Expires on 08 01 2012

From Parts and Service Division

Subject Stop Sale/Safety Recall: 2013 ILX Door Latch

DATE: July 18, 2012

TO: All Acura Sales, Service & Parts Managers and Personnel

FROM: Acura Parts & Service Division, Campaign Administration

RE: Stop Sale/Safety Recall: 2013 ILX Door Latch

Today, July 18, 2012, Acura will notify NHTSA of a **Stop Sale** order and **Safety Recall** for some 2013 ILX units. Any new or certified used units in dealer stock must be repaired prior to sale. **Refer to the Vehicle Status report (under Vehicle Management), eResponsibility report or VIN inquiry to determine which units in your inventory are affected.** Acura expects to begin client notification on or about August 16, 2012.

Note: affected vehicles should not be sold until the necessary repair has been performed. Should an unrepaired vehicle cause any injury or damage because of the required recall repair, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify Acura for any resulting claims.

#### Basic Problem

In certain situations, simultaneous operation of the driver's or passenger's inner door handle and lock knob may cause the inner door handle release cable to become partially disengaged. When this occurs the door may not latch when closed and/or the door may latch and close, but then open when the door locks are operated. These conditions can lead to the door opening while the vehicle is in motion.

#### Campaign Information

A placeholder version of Service Bulletin 12-023 has been posted to ISIS as of July 18, 2012; a complete version with parts, warranty and repair information will be posted to ISIS tomorrow, July 19, 2012. A final version including the client letter is expected to post to ISIS by August 3, 2012.

#### Parts Information

A number of parts based on your dealership's in-stock affected inventory will be automatically allocated to your dealership and shipped starting with your Thursday DSO shipment. Parts will continue to be allocated over the next few days to cover all stop sale units at your facility. Please consult the Vehicle Status report, eResponsibility report or VIN inquiry to determine which units in your inventory are affected.

#### Warranty and Repair Information

Warranty and repair information will be detailed in the preliminary version of S/Bs 12-023, which will be available on ISIS on July 19, 2012.

© 2000–2012, American Honda Motor Co., Inc. All Rights Reserved.