

## Propeller Shaft Safety Recall Q&A

2014 Acura MDX

Revised: 12/12/2013

### Press Statement:

#### **Statement by Acura Regarding Propeller Shaft Recall: 2014 Acura MDX with AWD**

- 19,197 Acura MDX vehicles equipped with all-wheel-drive (AWD) are being recalled in the United States.
- Propeller shaft (driveshaft) bolts will be inspected and, if needed, tightened or replaced, at no charge
- No customer complaints, crashes or injuries have been reported related to this issue

TORRANCE, Calif. – Dec. 13, 2013 – Acura will voluntarily recall 19,197 MDX vehicles equipped with all-wheel-drive (AWD) from the 2014 model-year in the U.S. to inspect and, if needed, tighten or replace bolts used to secure the propeller shaft, a component of the AWD system. During assembly, it is possible that one or more of the four bolts that attach a propeller shaft to a universal joint were not tightened properly. A bolt that is not properly fastened could loosen over time and fall out, possibly allowing one end of the propeller shaft to detach. A detached propeller shaft could cause excessive noise and possibly damage the vehicle while driving, increasing the risk of a crash. No customer complaints, crashes or injuries have been reported related to this issue, which was discovered during vehicle assembly.

Acura is announcing this recall to encourage owners of all affected MDX vehicles to take them to an authorized dealer as soon as they receive notification of this recall from Acura. Mailed notification to customers will begin in mid-December, 2013. Owners of these vehicles will be able to determine if their vehicles require inspection by going on-line at [www.recalls.acura.com](http://www.recalls.acura.com) or by calling (800) 382-2238, and selecting option 4.

1.	What is the reason for this recall?	During assembly, it is possible that one or more of the four bolts that attach a propeller shaft to a universal joint were not tightened properly. A bolt that is not properly fastened could loosen over time and fall out, possibly allowing one end of the propeller shaft to detach. A detached propeller shaft could cause excessive noise and possibly
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		damage the vehicle while driving, increasing the risk of a crash.
2.	What will be done to repair recalled vehicles?	Dealers will inspect and, if needed, tighten or replace bolts used to secure the propeller shaft, a component of the AWD system.
3.	What is the propeller shaft?	The propeller shaft transmits engine torque from the transmission to the rear differential and is commonly referred to as a driveshaft. It is part of the mechanism for transmitting engine power to the rear wheels in the AWD system.
4.	How did Acura discover this issue?	Acura discovered the issue after associates noticed loose bolts during vehicle assembly.
5.	Has Acura received any customer complaints related to this issue?	No. Acura is not aware of any customer complaints related to this issue.
6.	Have any crashes been caused by this problem?	No. Acura is not aware of any crashes related to this issue.
7.	Have there been any injuries?	No. Acura is not aware of any injuries related to this issue.
8.	When will customers be notified?	Customer notification will begin in mid- December, 2013. Owners of vehicles from the affected model year will also be able to check online whether their vehicle is subject to the recall at <a href="http://www.recalls.acura.com">www.recalls.acura.com</a> .
9.	Are all vehicles from each model year affected?	No. Only specific AWD-equipped vehicles are affected. Front-wheel drive MDX vehicles are not equipped with a propeller shaft, as no power is transmitted to the rear axle.  Registered owners of affected vehicles will be notified individually by mail.
10.	What should a customer do if they have a problem with their propeller shaft prior to receiving notification?	If a vehicle owner feels that there is a current problem with their vehicle, they should immediately contact their nearest Acura dealer to schedule an inspection. All of the affected vehicles should still be covered by the limited warranty at the time that this recall was announced.
11.	Why are only AWD vehicles affected?	The propeller shaft is part of the AWD system, and it is not present on 2WD MDX vehicles.
12.	Is there a potential	At this time we do not expect to add vehicles to

	to include other vehicles in the future?	this recall.
13.	Was this issue caused by a supplier error?	No. The issue was caused by an assembly process error at the Acura assembly plant.
14.	What factory builds the 2014 MDX?	The MDX is built at Honda's Lincoln, Alabama plant.
15.	How many countries does this affect?	Three primary countries are affected, US, Canada and Mexico with a very small number in Central America. The far majority of vehicles are in the United States.
16.	How many vehicles are affected by this recall?	<b>U.S.: 19,197</b> Canada: 3,074 Mexico: 363 <u>Central America: 64</u> Worldwide total: 22,698