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<b>Sent on</b>	03	04	2019	<b>Expires on</b>	04	04	2019
<b>From</b>	Acura Parts and Service Operations						
<b>Subject</b>	NSX Repair Expectations						

We have recently discovered a number of workmanship concerns as a result of the fuel tank safety recall completion on the NSX. These concerns can range from mis-installed bolts, broken clips, damaged vehicle components to improperly routed fuel lines. Please review the recall bulletin steps for 18-049 NSX High Mount Stop Light and 18-050 NSX Fuel Tank with your NSX Master Technician.

Additionally, outlined below are NSX Best Practices:

1. Dedicate a NSX Service Consultant as client touchpoint.
2. Dedicate a NSX Master Technician to perform all maintenance and repairs.
3. Perform a quality control verification on all NSX maintenance and repair services.
4. Review all applicable bulletins and repair procedures before any repair.
5. Utilize all available Acura resources as needed; DPSM, Acura Client Relations, NSX Specialists, and NSX Technical Specialists.
6. Maintain 100% training for all NSX Service Consultants and Technicians.

Please prioritize completion of new NSX Master Technician required Acura On-line University self-study modules. The following modules provide key learning to help with repairs like fuel tank recall:

1. WBNSC21 NSX Engine Removal Preparation and Inspection
2. WBNSC23 NSX Engine Removal
3. WBNSC35 NSX Engine Installation

Sincerely,

Ed Pouster

Acura Parts and Service Field Operations