

[Next Unread Message](#)**View Message**

<b>Sent on</b>	08	16	2024	<b>Expires on</b>	10	20	2024
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	Stop Sale/Safety Recall: 2024 ZDX EBCM Software Update (OTA)						

DATE: August 16, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2024 ZDX EBCM Software Update (OTA)

On August 15, 2024, Acura notified NHTSA of a **stop sale** and **safety recall** for certain 2024 ZDX all-wheel-drive (AWD) vehicles. Due to an electronic brake control module (EBCM) software issue, the anti-lock braking system (ABS) may malfunction resulting in no, or reduced, brake force without warning to the driver, potentially increasing the risk of a crash or injury.

**REPAIR**

Update the software in the vehicle's EBCM to correct the condition. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless Over-the-Air (OTA) technology without having to bring their vehicle to a dealership. Vehicles that have completed the update via OTA will be marked as complete.

For vehicles that are not able to complete the update via OTA, the update can be applied using Techline Connect (TLC) and the Multiple Diagnostic Interface 2 (MDI2).

**SOFTWARE**

The software is available at the time of this message. Please be aware that unsold vehicles on your lot may have automatically downloaded the update. **Perform an iN VIN status inquiry to determine which units in your inventory remain unrepaired and require this update.**

**PARTS**

There are no parts needed for this campaign.

**TOOLS**

There are no special tools needed for this campaign.

**SERVICE BULLETIN**

Service Bulletin 24-050, *Safety Recall: 2024 ZDX EBCM Software Update (OTA)* has posted to the Service Information System (SIS) as of August 16, 2024. It includes software, repair, and warranty claim information related to this recall.

**CLIENT NOTIFICATION**

Acura expects to begin mailing notifications to clients who have not yet installed the OTA update by early October 2024.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.