

View Message

Sent on 01 13 2015 **Expires on** 01 27 2015
From Parts and Service Division
Subject Request for Visit: 2014-2015 MDX In-Cabin Engine Noise

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2014-2015 MDX In-Cabin Engine Noise

This message is solely directed to Acura dealership personnel; please handle accordingly.
Print this *iN* message and provide a copy to the Shop Foreman and all Service Consultants.

Background

American Honda (AHM) is investigating certain 2014-2015 MDXs with a complaint of in-cabin engine noise while driving at slow speeds or during idle RPM sweep. The noise can be described as ringing. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting any repair.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Must be able to duplicate the issue.
2. Must be under the Powertrain Warranty (5 years or 60,000 miles)
3. No previous repair for this issue.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

© 2000–2015, American Honda Motor Co., Inc. All Rights Reserved.