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Sent on	07	28	2016	Expires on	08	11	2016
From	Parts and Service Division						
Subject	Request for Parts: 2009-2014 MDX, RL, TL & ZDX 3.7L Engine Oil						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Parts: 2009-2014 MDX, RL, TL & ZDX 3.7L Engine Oil

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

Background

American Honda (AHM) is investigating certain 2010-2013 MDXs, 2011-2012 RLs, 2009-2014 SHAWD TLs & 2010-2013 ZDXs with a client complaint of higher than expected engine oil consumption. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. 3.7L engine only.
2. Mileage must be between 50,000 & 100,000 miles.
3. Previous oil change must have been done at the same dealership.
4. No sign of oil leaks.
5. No history of major engine repair.
6. No need to conduct oil consumption test prior to calling TRS.

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.