

November 8, 2016

03800 Version 1

Warranty Extension: 2007–13 MDX and 2010–12 ZDX Rear Active Damper

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2007–13	MDX	ALL with Active Damper System	Check the iN VIN status for eligibility
2010–12	ZDX	ALL with Active Damper System	Check the iN VIN status for eligibility

BACKGROUND

In cold areas, the rear active dampers may be susceptible to leaking. If an excessive amount of damper oil has leaked, the active dampers may make a clunk or a bang when driving on rough roads or over speed bumps.

There are two bulletins that address rear active damper noise:

- S/B 16-022, *Warranty Extension: 2007–09 MDX and 2010 ZDX Rear Active Damper*, which covers some 2007-09 MDX and 2010 ZDX vehicles. The extended warranty covering these vehicles may have already expired, or will expire before November 8, 2016, **based on the original date of purchase**. To improve client confidence, vehicles covered under this bulletin will receive a grace period that covers the damper until May 8, 2017 (or 100,000 miles) to ensure that all clients receive at least 6 months of coverage. **This bulletin will expire May 8, 2017.**
- S/B 16-023, *Warranty Extension: 2007–13 MDX and 2010–12 ZDX Rear Active Damper*. Vehicles covered under this bulletin will have the warranty on the rear active dampers extended to 7 years from the original date of purchase or 100,000 miles, whichever comes first.

The following states are covered by the warranty extension: Alaska, Colorado, Connecticut, Delaware, Idaho, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Vermont, Washington, West Virginia, Wisconsin, and Wyoming.

CLIENT NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

CORRECTIVE ACTION

Do the inspection and, if necessary, replace both rear active dampers.

CLIENT INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

PARTS INFORMATION

Part Name	Part Number	Quantity
Rear Damper Assembly	52610-STX-A55	2
Bolt (14 x 81 mm)	90170-STX-A01	2
Bolt (Upper Damper 12 x 64 mm) (2010–12 ZDX)	90170-SZN-A00	2
Bolt (Upper Damper 12 x 64 mm) (2007–13 MDX)	90171-STX-A01	2
Bolt (Lower Damper 12 x 109 mm) (2010–12 ZDX)	90172-SZN-A00	2
Bolt (Lower Damper 12 x 109 mm) (2007–13 MDX)	90172-STX-A00	2

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4171E2	2007–13 MDX: Do the inspection and replace both rear dampers (includes memorizing rear suspension full rebound position procedure and damper force operation test. No alignment necessary).	1.0 hr	6D100	JZ000	16-023N	52610-STX-A54
4171E2	2010–12 ZDX: Do the inspection and replace both rear dampers (includes memorizing rear suspension full rebound position procedure and damper force operation test. No alignment necessary).	1.0 hr	6D100	JZ000	16-023P	52610-STX-A54

NOTE: If you are replacing the front and rear dampers at the same time, **you may only claim one alignment**.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
4171E2	2007–13 MDX: Do the inspection and replace both rear dampers (includes memorizing rear suspension full rebound position procedure, damper force operation test, and alignment).	1.0 hr	6D100	JZ000	16-023Q	52610-STX-A54
A	Alignment- add	0.4 hr				
4171E2	2010–12 ZDX: 2010 ZDX: Do the inspection and replace both rear dampers (includes memorizing rear suspension full rebound position procedure, damper force operation test, and alignment).	1.0 hr	6D100	JZ000	16-023R	52610-STX-A54
A	Alignment- add	0.4 hr				

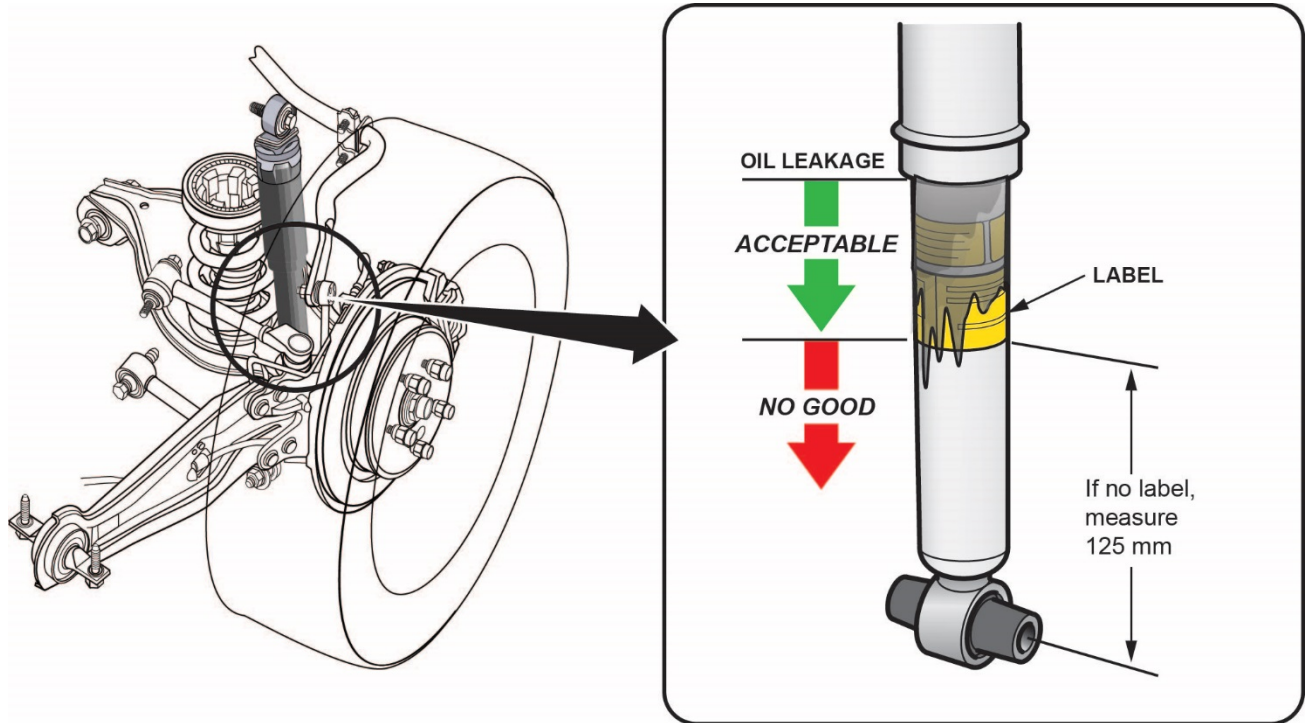
INSPECTION PROCEDURE

NOTE: The damper noise is a clank, clunk, or rattle. Other types of noises like squeaks are not caused by the damper and are not covered by this warranty extension.

Place the vehicle on a flat surface or raise it on a lift, then inspect the rear dampers for leakage by checking if the oil stains extend below the bottom of the damper label.

NOTE: If the label is damaged or missing, measure a line that is 125 mm above the center of the lower mounting bolt eye. This would be the location of the bottom of the label.

- **If the oil stains extend below the bottom of the damper label**, go to REPAIR PROCEDURE.
- **If the oil stains do not extend below the bottom of the damper label**, this warranty extension does not apply. Continue with normal troubleshooting.



REPAIR PROCEDURE

1. Replace both rear damper units. Refer to the applicable service information.
2. Using the i-HDS, follow the on-screen instructions to do the Memorizing Rear Suspension Full Rebound procedure. Then do the Damper Force Operation Test.
3. Check and adjust the wheel alignment.

END