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Sent on	04	12	2017	Expires on	04	26	2017
From	Parts and Service Division						
Subject	Request for Visit: 2016-2017 TLX Front Door Exterior Handles Will Not Retract						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2016-2017 TLX Front Door Exterior Handles Will Not Retract (Zone 2)

**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 2016-2017 TLXs with a client complaint of one or both of the front door exterior handles not returning to the original position after usage. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Must be able to duplicate the issue.
2. No repair has been attempted 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.