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Sent on	05	18	2017	Expires on	06	01	2017
From	Parts and Service Division						
Subject	Request for Visit: 2016-2017 MDX Window Regulator Inop						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2016-2017 MDX Window Regulator Inop

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 MDXs with a client complaint of the auto function on the driver's window inop or any window (other than driver's) not operating from the driver's door master switch but operating from its own switch. 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. Power Window Control Unit Reset must be performed either manually or using the HDS method. Click [HERE](#) for the instruction.
3. Vehicle has not been involved in a collision.
4. 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.