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Sent on	06	13	2017	**Expires on**	06	27	2017
From	Parts and Service Division						
Subject	Request for Visit: 2017 ILX & TLX A/C Inop (Zone 3)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2017 ILX & TLX A/C Inop

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 Motor Co., Inc. (AHM) is investigating certain 2017 ILXs & TLXs with a client complaint of the A/C not working. 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. Manufactured data on the certification label on the driver's doorjamb is 01/2017 or after.
2. First time complaint only.
3. Vehicle has not been involved in any collision.
4. No repair has been attempted for this issue.
5. Prior to calling TRS, please check the refrigerant level.

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.