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|----------------|--|----|------|-------------------|----|----|------|
| Sent on | 05 | 07 | 2018 | Expires on | 05 | 22 | 2018 |
| From | Parts and Service Division | | | | | | |
| Subject | Request for Visit: 2017-2018 MDX Power-Folding Side View Mirror Inop | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Research & Support Group
 RE: Request for Visit: 2017-2018 MDX Power-Folding Side View Mirror Inop

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2017-2018 MDXs with a client complaint of the power-folding side view mirror inoperative or slow to operate. 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. Tech & Advance trim only.
2. Must be able to duplicate the issue.
3. Slow operation takes more than 4 seconds from the time mirror starts to fold/unfold until the movement is complete.
4. Confirm that the mirror coupler is set correctly.
5. Vehicle has not been involved in a collision.
6. No attempt has been made to repair this issue.

Action Required

If you have or know of such a vehicle, please call the 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.