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Sent on	06	26	2018	Expires on	08	26	2018
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Update: 2017 Acura MDX Sport Hybrid Owner's Information CD						

DATE: June 26, 2018

TO: All Acura Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Update: 2017 Acura MDX Sport Hybrid Owner's Information CD

Today, June 26, 2018, Acura is announcing a Product Update for the 2017 Acura MDX Sport Hybrid due to the emissions warranty parts list in the owner's information CD missing the rear differential parts. A dealership with any new or used units in inventory must repair all affected, unrepaired units according to the service bulletin prior to sale. **Do an iN VIN status inquiry to determine if any vehicles in your inventory are affected.**

Basic Problem

During vehicle assembly, the owner's information CD that was placed in the vehicle did not include the rear differential parts in the emissions warranty parts list. Warranty does have coverage for these components. With those parts missing from the list, there is a potential for confusion and client dissatisfaction.

Campaign and Repair Information

Replace the factory-installed owner's information CD with the American Honda-supplied CD. Details are provided in service bulletin 18-030, *Product Update: 2017 2017 MDX Sport Hybrid Owner Information CD*, which posted today to the Service Information System (SIS).

Parts

Each dealership with an unsold affected unit will receive a CD (addressed to the service manager) for each 2017 MDX Sport Hybrid in their new or used dealer inventory. The CDs will arrive at dealerships between the dates of June 21st to the 26th, depending on dealer location. This CD is not available through the normal parts ordering system. If a replacement is needed, contact Helm Inc. according to the instructions in service bulletin 18-030.

Warranty

Detailed warranty claim information is available in service bulletin 18-030.

Customer Notification

American Honda will send the owner's information CD directly to registered owners of affected vehicles. American Honda expects to send those CDs by the middle of July 2018. Acura Client Services will be following up with dealers and clients to confirm their receipt.

As always, please be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaign.