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Sent on	07	27	2018	Expires on	08	09	2018
From	Parts and Service Division						
Subject	Request for Parts: 2015-2017 TLX A/C Compressor Seizure						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Parts: 2015-2017 TLX A/C Compressor Seizure

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 Motor Co., Inc. (AHM) is investigating certain 2015-2017 TLXs with a client complaint of A/C not cooling or blowing warm air. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Mileage must be over 10,000 miles.
2. Must confirm that the compressor is seized (careful not to lose any oil in the pipes or the compressor)
3. No previous A/C system repairs.

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.