

View Message

Sent on	08	31	2018	Expires on	09	14	2018
From	Parts and Service Division						
Subject	Request for Parts: 2015-2016 TLX V6 & 2016 MDX 12V Battery Failure						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Parts: 2015-2016 TLX V6 & 2016 MDX 12V Battery Failure

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 2015-2016 TLX V6s & 2016 MDXs with a client complaint of a no-start condition that requires the 12V battery to be replaced. 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. 2015-2016 TLXs must be V6 AWD. No L4 or 2WD accepted.
2. For MDX, Advance trim only.
3. Battery test indicates the battery replacement is needed.
4. Battery must still be in the vehicle.
5. Battery must be OEM. (Remove the top of the battery case to find Black/White label. Blue/White label is an Acura replacement battery). Click [HERE](#) for example.
6. No dealer inventory vehicle.

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.