

View Message

Sent on	08	14	2019	Expires on	08	28	2019
From	Parts and Service Division						
Subject	Request for Visit: 2017-2019 NSX Outer Door Handle Not Retracting						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2017-2019 NSX Outer Door Handle Not Retracting

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 2017-2019 NSXs with a client complaint of the outer door handle not retracting properly. To better 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. Must be able to duplicate the issue.
2. No prior body damage/accidents.
3. No modification to the outer door handles/door panels.
4. No repair has been attempted for 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.