

[Next Unread Message](#)**View Message**

Sent on	12	12	2019	Expires on	02	28	2020
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Update: 2017-19 NSX Warranty Information Booklet or CD						

DATE: December 12, 2019

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Update: 2017-19 NSX Warranty Information Booklet or CD

Today, American Honda is announcing a product update (PUD) for certain 2017-19 NSX vehicles due to warranty booklets or CDs that do not list the correct warranty coverage for some emissions components. **Do an iN VIN status inquiry to determine which units in your inventory are affected.**

Acura requests that all vehicles be updated prior to sale to ensure client confidence and satisfaction.

BACKGROUND

The warranty information booklet in certain 2019 NSX or CD in certain 2017-2018 NSX that was placed in the vehicle during assembly did not list the correct warranty coverage for some emissions components. Not having the correct warranty coverage listed may cause confusion and client dissatisfaction.

REPAIR

Replace the original warranty information booklet or CD with an updated one.

PARTS

2019 NSX Warranty Information booklets, 2018 NSX Warranty Information CDs, and 2017 NSX Owner's CDs with correct information will be available at campaign launch. Warranty information booklets or CDs have been shipped to your dealership (to the attention of the Dealership Service Manager) based on your new car inventory and should arrive no later than Thursday, December 12, 2019. Additional booklets and CDs can be ordered through Helm for any clients that come in for service before the notification is mailed.

TOOLS

There are no special tools needed for these campaigns.

SERVICE BULLETINS

Service bulletin 19-069, *Product Update: NSX Warranty Information Booklet or CD*, has been posted to the Service Information System (SIS) as of December 12, 2019. It includes repair and warranty information related to this campaign.

CLIENT NOTIFICATION

Acura expects to complete initial client notification, which will include corrected warranty information booklets or CDs, by the middle of February 2020. Upon mailing confirmation, the campaign will be closed accordingly.

As always, be sure to do an iN VIN inquiry status for all vehicles passing through your dealership to determine eligibility for any open campaigns.