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Sent on	01	07	2020	Expires on	01	21	2020
From	Parts and Service Division						
Subject	Request for Info: 2014-2017 MDX Automatic Tailgate Inop						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE Request for Info: 2014-2017 MDX Automatic Tailgate Inop

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 2014-2017 MDXs with a complaint of the automatic tailgate inop. The failure modes include the tailgate opening under power but immediately closing (reversing) on its own or the tailgate opening under power partially before stopping, requiring manual operation to fully open. To better understand the cause of this condition, AHM would like to collect specific information 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. Must be able to duplicate the issue.
2. No prior repairs to the tailgate components.

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.