

## View Message

<b>Sent on</b>	01	27	2020	<b>Expires on</b>	02	10	2020
<b>From</b>	Parts and Service Division						
<b>Subject</b>	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.