

View Message

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| Sent on | 01 | 27 | 2020 | Expires on | 02 | 10 | 2020 |
| From | Parts and Service Division | | | | | | |
| Subject | Request for Parts: 2016-2018 ILX C-Pillar Paint Peeling | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Parts: 2016-2018 ILX C-Pillar Paint Peeling

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 2016-2018 ILXs with a client complaint of paint peeling on the C-pillar, in the area adjacent to the rear window. To better 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. Manufactured data on the driver's doorjamb must be between 08/2015 & 12/2018.
2. Rear window has not been replaced.
3. Vehicle has not been involved in a collision.
4. No previous windshield replacement.
5. No repair has been attempted for this issue.

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.