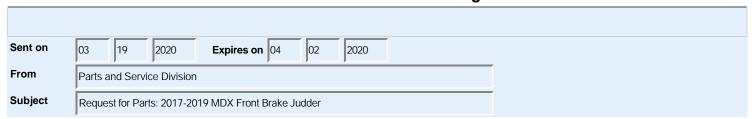
# **View Message**



## PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants From: Technical Research & Support Group

RE: Request for Parts: 2017-2019 MDX Front Brake Judder

This message is solely directed to Acura dealership personnel; please handle accordingly. Print this *iN* 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 MDXs with a client complaint of the vibration/judder in the front brakes when applying brakes. 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. Must be able to duplicate the issue.
- 2. Brake disks have not been turned, the front pads & the calipers have not been replaced previously.
- 3. No repair has been attempted for this issue.

### **Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at **trs@ahm.honda.com**. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

- 1. Model Year (e.g. 2020)
- 2. Model Name(e.g. TLX)
- 3. Issue (e.g. Brake Judder)
- 4. VIN

# E-Mail Body:

- Dealer Number
- 2. Your Name
- 3. Best Phone Number to be Reached

Thank you.