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Sent on	03	26	2020	Expires on	04	08	2020
From	Parts and Service Division						
Subject	Request for Parts: 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 Parts: 2017-2019 NSX Outer Door Handle Not Retracting

This message is solely directed to Acura dealership personnel; please handle accordingly.
Print this i/V 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 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. 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 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. NSX)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Mileage of the Vehicle

Thank you.