

View Message

Sent on	08	24	2020	Expires on	09	07	2020
From	Parts and Service Division						
Subject	Request for Parts: 2016-2018 ILX C-Pillar & Roof 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 & Roof Paint Peeling

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 searching for certain 2016-2018 ILXs with a client complaint of paint peeling on the C-pillar, in the area adjacent to the rear window & the roof. 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 10/2015 & 04/2018.
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 a vehicle matching the qualifiers 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:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.