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<b>Sent on</b>	11	04	2020	<b>Expires on</b>	11	18	2020
<b>From</b>	Parts and Service Division						
<b>Subject</b>	Request for Parts: 2017-2020 ILX Steering Wheel Noise						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
From: Technical Research & Support Group  
RE: Request for Parts: 2017-2020 ILX Steering Wheel Noise

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 searching for certain 2017-2020 ILXs with a client complaint of a steering wheel noise when driving or turning the steering wheel. The noise can be described as rattling, squeaking, crackling, or ticking. 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 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](mailto: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.