

View Message

Sent on	12	09	2020	Expires on	02	25	2021
From	Brad Ortloff, Manager Auto Campaign Administration Dept.						
Subject	Warranty Extension: 2017 NSX Multi-Model Keyless Start System Error						

DATE: December 9, 2020

TO: All Acura Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager Auto Campaign Administration Dept.

Re: Warranty Extension: 2017 NSX Multi-Model Keyless Start System Error

Today, December 9, 2020, Acura is announcing a warranty extension for certain 2017 NSX vehicles. This warranty extension covers the engine start/stop switch to address concerns of difficulty in starting or stopping the engine. Acura is extending the warranty coverage of the engine start/stop switch to 9 years from the original date of purchase or 125,000 miles, whichever comes first.

BACKGROUND

The engine start/stop switch may not have been manufactured to proper specifications. As a result, silicone contained in the contact rubber inside the switch begins to form a film, causing a conduction failure that results in the warning light turning on. If the vehicle continues to be used in this condition, the engine can become hard to start or stop.

REPAIR

Replace the engine start/stop switch.

PARTS

Parts are available through normal ordering.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletins 20-050, *Warranty Extension: 2017 NSX Keyless Start System Error with DTC B12C5* has been posted to the Service Information System (SIS) as of December 9, 2020. It includes parts, repair, and warranty information related to this campaign.

CLIENT NOTIFICATION

Acura expects to begin client notification in mid-January 2021.

As always, be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaigns.