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Sent on	04	19	2021	Expires on	04	27	2021
From	Parts and Service Division						
Subject	Request for Parts: 2018-2021 ILX Front Damper Noise						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group (formerly TRS)
 RE: Request for Parts: 2018-2021 ILX Front Damper 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 2018-2021 ILXs with a client complaint of rattle, clunk or other noise coming from the front suspension. 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 noise.
2. No previous replacement of front suspension parts.
3. Vehicle has not been in a collision.
4. No curb-damaged wheels.
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 Information & Support (TIS – formerly TRS) at tis@ahm.honda.com. TIS 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.