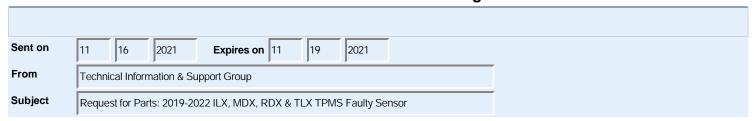
View Message



PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants

From: Technical Information & Support Group (formerly TRS)

RE: Request for Parts: 2019-2022 ILX, MDX, RDX & TLX TPMS Faulty Sensor

This message is solely directed to Acura dealership personnel; please handle it 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 2019-2022 ILXs, 2022 MDXs, 2021-2022 RDXs & TLXs with a client complaint of the Tire Pressure Monitoring System (TPMS) light on due to a faulty sensor with a client complaint of the Tire Pressure Monitoring System (TPMS) light on due to a faulty sensor. To better understand the cause of this condition, AHM would like to collect specific parts from the before attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

- 1. Mileage must be less than 16,000 miles.
- 2. Must be able to duplicate the issue.
- 3. Vehicle does not have low pressure or flat tire.
- 4. DTC clear and sensor re-learned have not corrected the issue.
- 5. TPMS sensor has not been replaced previously
- 6. 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 <u>tis@ahm.honda.com</u>. 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
- 5. List any DTC stored

E-Mail Body:

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

Thank you.