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<b>Sent on</b>	01	13	2022	<b>Expires on</b>	01	27	2022
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Parts: 2018-2019 NSX Left or Right Window Regulator Inop						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
 From: Technical Information & Support Group  
 RE: Request for Parts: 2018-2019 NSX Left or Right Window Regulator Inop

**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 certain 2018-2019 NSX with a client complaint of the right or left window regulator that has failed to function properly so that the door glass will not move either up or down. 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 Information & Support (TIS – formerly TRS) at [tis@ahm.honda.com](mailto: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.