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Sent on	05	06	2022	Expires on	05	17	2022
From	Technical Information & Support Group						
Subject	Request for Parts: 2018-2019 NSX Window Regulator Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Parts: 2018-2019 NSX Window Regulator Inop (**ACTION REQUIRED**)

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 NSXs 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. 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.