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Sent on	07	22	2022	Expires on	08	05	2022
From	Parts and Service Division						
Subject	Request for Parts: 2022 MDX Washer Fluid System Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultant
 From: Technical Information & Support Group
 RE: Request for Parts: 2022 MDX Washer Fluid System Inop (**ACTION REQUIRED**)

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 2022 MDXs with a client complaint of the washer fluid system inop or have weak spray. 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 (inop or weak spray).
2. Must confirm that the washer tank and/or filter is clogged (do NOT use up all the fluid).
3. The issue has not been fixed by replacing the washer nozzle or the tube.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) 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.