

View Message

Sent on	07	27	2022	Expires on	08	15	2022
From	Technical Information & Support Group						
Subject	2022 MDX Seat Bottom Bolster Separating (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Parts: 2022 MDX Seat Bottom Bolster Separating
(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 seat bottom bolster separating on the driver or front passenger side. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting to repair the issue.

Qualifiers

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

1. Any 2022MY MDX.
2. Driver or front passenger seat bottom bolster separation.
3. Previously repaired vehicles are acceptable.

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.