

Sent on 09 15 2022 Expires on 09 29 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](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.