

Sent on

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Expires on

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2022

From

Technical Information & Support Group

Subject

Request for Visit: 2022-2023 MDX Front Wiper Motor Inop/Won't Stop (ACTION REQ'E

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Visit: 2022-2023 MDX Front Wiper Motor Inop/Won't Stop (**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 investigating certain 2022-2023 MDXs with a client complaint of the front wiper motor inop, only goes halfway up and does not return, or inability to stop movement. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Front wipers only.
2. Front wipers exhibiting at least one of the following conditions:
 - a. Inop of all speed settings.
 - b. Goes halfway up and does not return.
 - c. Inability to stop movement.

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.