

Sent on 09 22 2022 Expires on 10 06 2022

From Technical Information & Support Group

Subject Request for Visit: 2022-2023 MDX Front Damper Noise (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Visit: 2022-2023 MDX Front Damper Noise (**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 2022-2023 MDXs (non-Type S) with a client complaint of a front damper noise. To better 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 requirements:

1. No Type S.
2. Production date on the Driver's doorjamb must be AFTER 04/2021.
3. Must be able to duplicate the noise
4. No previous replacement of front damper parts.
5. Vehicle has not been in a collision.
6. No repair has been attempted for this issue.

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.