

Sent on

10

25

2022

Expires on

11

08

2022

From

Technical Information & Support Group

Subject

Request for Parts: 2022-2023 MDX Rear Door Weatherstrip Loose/Deformed/Torn

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Parts: 2022-2023 MDX Rear Door Weatherstrip Loose/Deformed/Torn **(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 2022-2023 MDXs with a client complaint of rear door weatherstrip that is loose, torn or deformed. To better understand the cause of this condition, AHM would like to obtain images of the weatherstrip before you attempt any repairs & collect parts.

Qualifiers

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

1. Must be able to confirm the issue visually.
2. No repair has been attempted.

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.