

Sent on

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Expires on

11

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2022

From

Technical Information & Support Group

Subject

Request for Parts: 2021-2022 TLX Type S Front Brake Noise (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Parts: 2021-2022 TLX Type S Front Brake Noise (**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 2021-2022 TLX Type S with a client complaint of a front brake noise. The noise can be described as a squeal/moan/groan/rubbing noise. The noise can also occur while turning. 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 a Type S vehicle.
2. Must be able to duplicate the front brake noise.
3. Vehicle has not been involved in a collision.
4. Brake pads have not been replaced & the discs have not been replaced previously.
5. 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 or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST).

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
5. DPTS#

For situations where the reported vehicle met the qualifiers and was accepted as a candidate, American Honda will provide a gesture of appreciation in the form of a Visa gift card to the participating dealer Technician. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.