

## **PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
From: Technical Information & Support Group  
RE: Request for Visit: 2019-2022 ILX Headlight Moisture **(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 2019-2022 ILXs with a client complaint of moisture/condensation in the headlights. 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. Moisture must be visible.
2. Vehicle has not been in a collision.
3. 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](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.