

View Message

Sent on	01	03	2023	Expires on	01	17	2023
From	Technical Information & Support Group						
Subject	Request for Info: HEALTHY 2021-2022 TLX & MDX Type S HDS Data Collection						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Info: HEALTHY 2021-2022 TLX & MDX Type S HDS Data Collection
(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 any & all 2022 MDX Type Ss & 2021-2022 TLXs that match the criteria listed below.

Qualifiers

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

1. Manufactured date on the Driver's door jamb must be between 1/2019 & 9/2021.
2. No DTC stored.
3. Electric Servo Brake (ESB) system has not been replaced previously.

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#

As a gesture of appreciation to dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a Visa gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.