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Sent on	03	24	2023	Expires on	04	07	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.