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From 

|                                       |
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| Technical Information & Support Group |
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Subject 

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|---|
| Request for Visit: 2019-2020 MDX Lid Light Inop (ACTION REQUIRED) |
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**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
From: Technical Information & Support Group  
RE: Request for Visit: 2019-2020 MDX Lid Light Inop (**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 2019-2020 MDXs with a client complaint of the lid light (inner taillight) inop. 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. Manufactured date on the driver's door jamb must be 12/2018 or later.
2. Must confirm that the lid light (inner taillight) is inop.
3. No history of side or rear impact collision.
4. 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](mailto: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.

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