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Sent on	04	12	2023	Expires on	04	26	2023
From	Technical Information & Support Group						
Subject	Request for Visit 2022-2023 MDX Type S High-Pressure Fuel Pump Engine Noise						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Visit 2022-2023 MDX Type S High-Pressure Fuel Pump Engine 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 2022-2023 MDX Type S vehicles with a client complaint of an engine noise that can be described as rattling, buzzing or grinding. 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. Must be a Type S.
2. Must be able to duplicate the engine noise.
3. Rattling, buzzing, grinding noise can be heard during acceleration between 2000 & 4000 RPMs.
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. or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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.