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Sent on	05	25	2023	Expires on	06	08	2023
From	Technical Information & Support Group						
Subject	Request for Info: 2022-2023 TLX Radar Loose/Not Set (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultant
 From: Technical Information & Support Group
 RE: Request for Info: 2022-2023 TLX Radar Loose/Not Set (**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 2022-2023 TLXs with a client complaint of the ⓘ System Message Indicator coming on MID (Multi Information Display) with a warning message "Some Driver Assistance Systems Cannot Operate: Radar Obstructed," and/or one or more Millimeter Wave Radar DTCs listed below (in Qualifiers) stored. To better understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

- 2022 VINs must be AFTER 19UUB5...NA005544.
- Must have one or more of the following DTCs stored:
 P2583-97 (Dust or Dirt on The Millimeter Wave Radar)
 P2583-76 (Temporary stop of Integrated Driver Support System:
 Misalignment Millimeter Wave Radar)
 P2583-92 (CMBS or FCW Over Working)
- Must confirm that the radar adapter is loose/not set to the radar bracket.
- Vehicle has not been involved in a collision.
- 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, 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:

- Model Year (e.g. 2023)
- Model Name (e.g. TLX)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- 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.