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Sent on	05	25	2023	Expires on	06	08	2023
From	Technical Information & Support Group						
Subject	Request for Visit: 2019-2020 MDX Lid Light Inop (ACTION REQUIRED)						

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, 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.