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Sent on	08	07	2023	Expires on	08	21	2023
From	Technical Information & Support Group						
Subject	Request for Parts: 2022-2023 MDX Driver's Seat Bottom Bolster Separating						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Parts: 2022-2023 MDX Driver's Seat Bottom Bolster Separating
(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 MDX A-Spec and Advance trim vehicles with a client complaint of the driver's seat bottom bolster separating. To better understand the cause of this condition, AHM would like to collect certain parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. 2022 VINs must be AFTER 5J8YE1...NL011960.
2. A-Spec or Non-Type S Advance trim only.
3. No seat stitching or wrinkle concerns.
4. Repeat complaint is accepted.

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. 2023)
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.