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Sent on	08	28	2023	Expires on	09	11	2023
From	Technical Information & Support Group						
Subject	Request for Parts: 2022-2023 MDX A/C Compressor Seizure (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Parts: 2022-2023 MDX A/C Compressor Seizure **(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 MDXs with a client complaint of the A/C blowing warm air and the technician finding the A/C compressor to be seized. 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. 2022 VINs must be AFTER 5J8YE1...NL045612
2. Customer is complaining of the A/C blowing warm air.
3. Must confirm no leaks in the HVAC system by using a sniffer on all joint locations.
4. Must confirm that the seized A/C compressor is the cause of the issue.
5. Previous repair attempts or replacement of A/C compressor ok.

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. 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.