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Sent on	08	28	2023	Expires on	09	11	2023
From	Technical Information & Support Group						
Subject	Request for Parts: 2021-2023 TLX Type S Front Brake Noise While Turning						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Parts: 2021-2023 TLX Type S Front Brake Noise While Turning (**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 2021-2023 TLX Type S's with a client complaint of a front brake noise while turning. The noise can be described as a low frequency groan noise. To better understand the cause of this condition, AHM would like to collect specific 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. Must be a Type S vehicle.
2. Must be able to duplicate the front brake noise.
3. Vehicle has not been involved in a collision.
4. Brake pads have not been replaced & the discs have not been replaced previously.
5. 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:

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.