

[Next Unread Message](#)**View Message**

<b>Sent on</b>	05	31	2024	<b>Expires on</b>	06	14	2024
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Parts: 2022-2024 MDX 12V Battery Failure (ACTION REQUIRED)						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
 From: Technical Information & Support Group  
 RE: **Request for Parts: 2022-2024 MDX 12V Battery Failure (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 2022-2024 MDXs that have failed the battery test. To better understand the cause of this condition, AHM would like to collect specific parts and photos from the vehicle prior to your attempting a repair of any kind. (Click [HERE](#) for examples of the photos)

**Qualifiers**

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

1. Must have failed the battery test.
2. No previous replacement of the battery.
3. No repair has been attempted for this issue.

**Action Required**

If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE 5 PHOTOS OF THE BATTERY AND ITS COMPONENTS** & please e-mail Technical Information & Support (TIS) at [tis@ahm.honda.com](mailto: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. 2024)
2. Model Name (e.g. Accord)
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. Confirm that the vehicle meets qualifiers #1-#3 listed above
6. Attach 5 photos to the battery & its components
7. DPTS #

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.