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Sent on	05	29	2024	Expires on	06	12	2024
From	Technical Information & Support Group						
Subject	Request for Parts: 2020-2024 MDX & RDX Moonroof Seal Deformed (ACTION REQ'D)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: **Request for Parts: 2022-2024 MDX & RDX Moonroof Seal Deformed (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 with a client complaint of the moonroof seal being visually deformed, torn or binding. This concern may cause water leaks or for the moonroof to not operate properly. 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. Manufactured date on the driver's door jamb must be AFTER 01/22.
2. Moonroof seal must be visually deformed (take one wide-angle & one close-up photo).
3. Prior replacement of the seal is ok.
4. The vehicle has not been in a collision.
5. No repair has been attempted for this issue during this visit.

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. 2024)
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. Confirm that the vehicle meets qualifiers #1-#5 & attach photos of the moonroof seal.
6. 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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.