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Sent on	06	03	2024	Expires on	06	17 2024
From	Parts and Service Division					
Subject	Rquest for Visi: 2019 ILX Intermittent Brake Pedal Sinking (ACTION REQUIRED)					

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: **Rquest for Visi: 2019 ILX Intermittent Brake Pedal Sinking (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 2019 ILXs with a client complaint of a brake pedal that goes soft or intermittently sinking. To better understand the cause of this condition, AHM would like to inspect the vehicle and collect data prior to you attempting a repair of any kind.

Qualifiers

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

1. Duplication by dealer is preferred but not required.
2. No previous repair attempts including brake master cylinder replacement.
3. Out-of-warranty complaints are accepted
4. Vehicle has not been in a collision.

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. 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-#4 listed above
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 personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.