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|----------------|---|----|------|-------------------|----|----|------|
| Sent on | 09 | 10 | 2024 | Expires on | 09 | 20 | 2024 |
| From | Technical Information & Support Group | | | | | | |
| Subject | Request for Parts: 2021-2025 MDX & TLX Rear Stroke Sensor Issue (ACTION REQD) | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: **Request for Parts: 2021-2025 MDX & TLX Rear Stroke Sensor Issue (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 2022-2025 MDX Type S's & 2021-2025 TLX ADV's or Type S's with a client complaint of the "Adaptive Damper System Problem" (ADS) error message on the MID (Multi Information Display). 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:

- For MDX Type S, must have one or more of the following DTCs stored:
 - C1644-2A (Front Left Stroke Sensor Failure)
 - C1645-2A (Front Right Stroke Sensor Failure)
 - C1646-2A (Rear Left Stroke Sensor Failure)
 - C1647-2A (Rear Right Stroke Sensor Failure)
 - C1694-94 (Front Left Vehicle Height too High)
 - C1695-94 (Front Right Vehicle Height too High)
 - C1696-94 (Rear Left Vehicle Height too High)
 - C1697-94 (Rear Right Vehicle Height too High)
- For TLX Advance or Type S, Must have one of the following DTC stored:
 - C1646-12 (Left Rear Stroke Sensor Upper Limit Abnormality)
 - C1647-12 (Right Rear Stroke Sensor Upper Limit Abnormality)
- Email the All DTC check printout to [TIS](#).
- No previous replacement of the sensor (51825, 51820, 52825 & 52820).
- No repair has been attempted for this issue.
- No collisions.

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:

- Model Year (e.g. 2024)
- Model Name (e.g. TLX)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- Confirm that the vehicle meets qualifiers #1-#4 listed above & attach the All DTC Check printout.
- 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.