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Sent on	09	16	2024	Expires on	09	30	2024
From	Technical Information & Support Group						
Subject	Request for Visit: 2023-2025 MDX Front Wiper Motor Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Research & Support Group
 RE: **Request for Visit: 2023-2025 MDX Front Wiper Motor Inop (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 investigating certain 2023-2025 MDXs with a client complaint of the front wiper motors being inop. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to your attempting a repair of any kind.

Qualifiers

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

1. Manufactured date on driver's door jamb must be AFTER 10/22.
2. Must verify both front wiper arms are inop consistently in all speed settings while washer pump is still operable.
3. Rear wiper motor and washer pump must still be operable.
4. Take a short video that shows the following 3 tests:
 - Front washer pump operating;
 - Rear wiper motor and washer pump operating;
 - Front wiper motor inoperable and any abnormal noises, if present.
5. Must confirm that the 30A wiper fuse (No.7 fuse in the under-hood fuse/relay box) is not blown.
6. DO NOT remove the cowl top assembly (P/N 74200-TYA-A01) or attempt any repairs.
7. Vehicle has not been involved in any front-end 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 contact you 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 #1-7 above and provide a video of the 3 tests.
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.