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Sent on	04	09	2025	Expires on	04	22	2025		
From	Technical Information & Support Group								
Subject	Request for Parts:2021-2025 MDX&TLX Rearview Mirror Bracket Issue(ACTION REQ'D)								

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Parts: 2021-2025 MDX & TLX Rearview Mirror Bracket
Loose/Detached (**ACTION REQUIRED**)

This message is solely directed to Honda dealership personnel; please handle it accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Advisors

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2022- 2024 MDXs & 2021-2025 TLXs with a client complaint of a loose or detached rearview mirror bracket. 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. Rearview mirror bracket MUST be loose (capture 1 photo of the loose rearview mirror condition – do NOT remove any parts, including the housing).
- 2. Cracks & chips of the windshield are accepted.
- 3. Previous replacement of the windshield is accepted if Honda genuine part is used.
- 4. Vehicle has not been in a collision.
- 5. No repair has been attempted for this issue during the current 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. 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-#5 and attach 1 photo of the rearview mirror condition.
- 6. DPTS#

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

Thank you.