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Sent on	05	27	2025	Expires on	06	10	2025
From	Technical Information & Support Group						
Subject	Request for Parts: 2023-2025 MDX Front Suspension Noise While Turning						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Research & Support Group
 RE: **Request for Parts: 2023-2025 MDX Front Suspension Noise While Turning (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 2023-2025 MDXs with a client complaint of a front suspension noise while turning left and/or right. The noise can be described as a clicking. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to your attempting a repair of any kind.

Qualifiers

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

1. The manufactured date on the driver's door jamb label must be AFTER 01/2023.
2. Clicking noise must occur while turning (capture the noise in a short video and send to TIS).
3. No repair attempts during this visit.
4. Previous repair to front suspension components are acceptable.
5. 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 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. 2025)
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 listed above and email the video to TIS.
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.