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<b>Sent on</b>	10	01	2025	<b>Expires on</b>	10	15	2025
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Visit: 2023-2025 Integra Tailgate Switch INOP (ACTION REQUIRED)						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
 From: Technical Information & Support Group  
 RE: **Request for Visit: 2023-2025 Integra Tailgate Switch 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 searching for certain 2023-2025 Integras with a client complaint of the tailgate switch and trunk release being INOP. Client may also state they have to use the emergency release to open the tailgate. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

**Qualifiers**

- AHM is interested ONLY if the vehicle meets the following requirements:
1. Tailgate switch & trunk release MUST be INOP consistently (NO intermittent failure).
  2. Issue must NOT be due to faulty tailgate latch.
  3. Prior harness replacement is acceptable.
  4. Vehicle has not been involved in a collision.
  5. No repair attempts during this 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](mailto: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 #1-5 listed above.
6. DPTS#

As a gesture of appreciation to dealer personnel who identifies and reports 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.