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Sent on	01	06	2026	Expires on	01	20	2026
From	Technical Information & Support Group						
Subject	Request for Parts:2024-2025 TLX Front Door Weatherstrip Issues (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: **Request for Parts: 2024-2025 TLX Front Door Weatherstrip Issues (ACTION REQUIRED)**

This message is solely directed to Acura dealership personnel; please handle it accordingly.
 Print this i/N message and provide a copy to the Shop Foreman and all Service Consultants.

Background

American Honda Motor Co., Inc. (AHM) is searching for 2024-2025 TLXs with a client complaint of a loose, mis-set, deformed, or otherwise defective front door weatherstrip and/or front door weatherstrip clips. To better understand the cause of this condition, AHM would like to collect certain 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. Must confirm the issue visually with the weatherstrip and weatherstrip clips still installed on the front door (capture 1 short video describing the weatherstrip and/or front door weatherstrip clip issue, 1 wide angle and 2-3 close up photos– click [HERE](#) for example photos).
2. Previous repairs or replacements of the weatherstrip (72310/72350-TGV-A01) or front door weatherstrip clip (91568-TR0-003) are NOT accepted.
3. No repairs or disassembly of any parts has been attempted for this issue during the current visit.
4. Vehicle has not been involved in a collision.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE A VIDEO & PHOTO OF THE WEATHERSTRIP OR CLIP ISSUE** & please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com or call us at 800-880-1072 (Monday-Friday, 6am-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. 2026)
2. Model Name (e.g. TLX)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name & Dealer Number
2. Dealer City & State
3. Your Name
4. Best Phone Number to be reached.
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#4 above and attach the video and photos describing the weatherstrip and/or front door clip issue.
7. 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.