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Sent on 12 01 2015 Expires on 12 11 2015

From Parts and Service Division

Subject Request for Visit: 2015-2016 TLX Front Suspension Noise (Zone 2)

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2015-2016 TLX Front Suspension Noise

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

Background

American Honda (AHM) is investigating certain 2015-2016 TLXs with a customer complaint of front suspension noise. The noise can be described as popping, squeaking, clunking, or creaking. To fully 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. First time complaint only.
2. The noise must be isolated to the front right or left dampers.
3. No leak from the damper with the noise.
4. No previous repairs relating to the front suspension.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.