

[Next Unread Message](#)**View Message**

<b>Sent on</b>	06	15	2021	<b>Expires on</b>	06	29	2021
<b>From</b>	Technical Information & Support Group						
<b>Subject</b>	Request for Info: 2017-2020 MDX CMBS Activation Issue						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
From: Technical Information & Support Group (formerly TRS)  
RE: Request for Info: 2017-2020 MDX CMBS Activation Issue

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 Motor Co., Inc. (AHM) is searching for certain 2017-2020 MDXs with a client complaint of an unexpected CMBS operation or a brake application. 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.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support (TIS - formerly TRS) at [tis@ahm.honda.com](mailto:tis@ahm.honda.com). 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. 2020)
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

Thank you.