

View Message

Sent on	05	25	2022	Expires on	06	03	2022
From	Parts and Service Division						
Subject	Request for Parts: 2020 ILX Front Driveshaft (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Parts: 2020 ILX Front Driveshaft (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 collecting HEALTHY front driveshafts as well as driveshafts that are being replaced for issues other than noise (e.g. torn CV boot, leaking, vibration, etc.) from certain 2020 ILXs which fits the criteria listed below.

Qualifiers

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

1. Mileage must be between 15,000 to 35,000 miles.
2. No previous replacement of front driveshafts.
3. Driveshafts are NOT being replaced for noise issue.
4. Vehicle has not been involved in a collision.

Action Required

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support (TIS) at 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 (e.g. RDX)
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.