

Sent on

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2022

Expires on

10

25

2022

From

Technical Information & Support Group

Subject

Request for Visit: 2019-2020 ILX Brake Pedal Intermittently Soft/ Reaches Floor

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Visit: 2019-2020 ILX Brake Pedal Intermittently Soft/Reaches Floor
(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 2019-2020 ILX with a client complaint of a brake pedal that intermittently goes soft or goes to the floor. 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. Confirm that duplication is possible.
2. No repairs have been completed.

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, 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. 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.