

View Message

Sent on	05	26	2021	Expires on	06	09	2021		
From	Parts and Service Division								
Subject	Request for Parts: 2017-2020 MDX V6 MIL On w/ Misfire DTC P030X Stored								

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2017-2020 MDX V6 MIL On w/ Misfire DTC P030X Stored

This message is solely directed to Acura dealership personnel; please handle accordingly.
Print this i/V 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 MDX V6s (non-Hybrid) with a client complaint of the Malfunction Indicator Light (MIL) on with the misfire DTCs P0300-P0306 stored. 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.

Qualifiers

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

1. One or more of the DTCs listed below must be stored & has not been cleared.
P0300 (Random Misfire Detected)
P0301 (No.1 Cylinder Misfire Detected)
P0302 (No. 2 Cylinder Misfire Detected)
P0303 (No. 3 Cylinder Misfire Detected)
P0304 (No. 4 Cylinder Misfire Detected)
P0305 (No. 5 Cylinder Misfire Detected)
P0306 (No. 6 Cylinder Misfire Detected)
2. Issue has been traced to the fuel injectors.
3. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS – formerly TRS) 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 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
5. List of DTCs Stored

Thank you.