

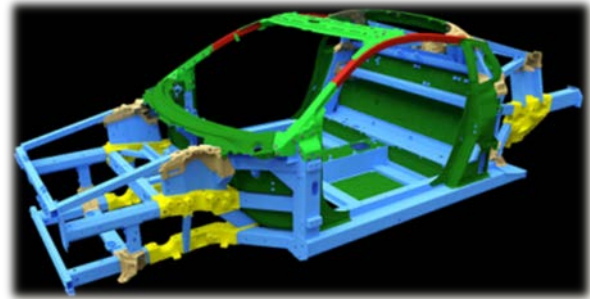
Applies To: **2017 NSX Model Series** - ALL

June 2016

## 2017 NSX: Collision and Body Damage Repair Process

### INTRODUCTION

The second generation Acura NSX utilizes a multi-material body structure, new materials and construction methods to achieve unprecedented dynamic rigidity, outstanding outward visibility and world-class collision performance. Making use of a space-frame design, the new NSX is composed primarily of lightweight aluminum, with the strategic use of steel and carbon fiber in select areas. Because of this advanced body technology, complete and proper repair of any collision or body damage is critical. Should body and/or structural repairs become necessary, Acura has created a unique two-tier collision repair process for the NSX described in this service bulletin.



NSX Multi-Material Space Frame

### DEALER-CENTRIC PROCESS

The Acura NSX dealer plays a central role for all NSX repair including collision or body damage. Damaged vehicles should first be returned to an NSX dealer for an initial damage assessment. To adequately prepare for this role, all Acura NSX dealer service consultants **must** complete the online course HNU04 Acura NSX Damage Analysis”, available on the *iN* Online University. Service consultants will not need to be body repair experts. Rather, they will work in partnership with the Acura Client Relations (ACR) *NSX Specialists* to prepare a preliminary estimate for each structurally damaged NSX. This preliminary estimate serves two purposes:

- Establishes the severity of the body damage
- Determines where the vehicle should receive a complete estimate and be repaired

### ACURA NSX SPECIALISTS

The Acura Client Relations (ACR) *NSX Specialists* also plays a critical role in the event of collision or body damage. They will assist the dealer and the client with coordination of vehicle repair, including:

- Coordination of transportation of the vehicle
- Distribution of technical repair information
- Resolution of any parts issues as necessary
- Monitor repair progress
- Coordination with the clients insurance company
- Communication of repair status to NSX client and addressing any questions or concerns

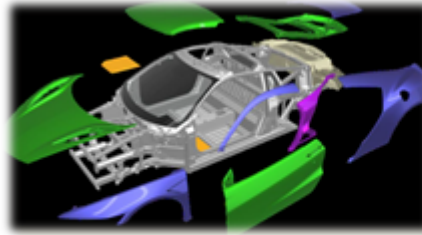
Please contact the Acura NSX Specialist or have your client contact the NSX Specialist whenever an NSX requires body repair. The Specialist may be reached directly at **1-844-68-ACURA (22872)**

**CLIENT INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

## NSX NON-STRUCTURAL REPAIR NETWORK

All NSX dealers are required to have an established affiliation with a professional shop that has been approved for non-structural NSX repair. These shops have been inspected by Acura and meet strict requirements which include:

- Structural aluminum vehicle repair certification to confirm basic knowledge.
- Acura NSX-specific training requirements completed through I-CAR.
- Acura NSX tool, equipment and facility requirements.
- Paint system requirements to ensure paint match for all NSX colors



- Paint damage
- Glass Replacement
- Bolt on parts
  - Bumper
  - Hood
  - Fenders
  - Doors
- Bonded parts
  - Roof panel

Typical NSX Non-Structural Network Repairs

The Acura NSX Specialist can locate and suggest an approved non-structural shop to NSX clients and dealers.

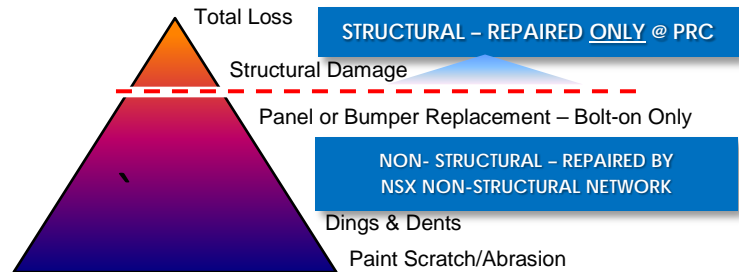
## DAMAGE ASSESSMENT

Damage will most likely fall into the non-structural categories described above. In these cases the NSX dealer is to make arrangements with their affiliated non-structural shop to repair the client's vehicle. If non-structural damage cannot be readily determined the NSX dealer is to contact the ACR NSX Specialists. In partnership with the NSX dealer service consultants, the NSX specialists will assist the dealer in preparing a preliminary repair estimate to help determine the extent of the damage.

In "borderline" cases where structural damage is not obvious, the ACR NSX Specialists or Tech Line may dispatch an Acura Field Engineer to check for damage using a 3-dimensional measurement tool.

If the damage requires repair of structural components, the vehicle will be transported to the Performance Refresh Center (PRC). This is part of the NSX manufacturing facility in Marysville, Ohio, also known as the Performance Manufacturing Center (PMC). There, the same master technicians that originally assembled the NSX will evaluate the damage and perform expert-level repair.

- Once completed, repairs are confirmed using the same dynamic performance testing and confirmation processes used when the vehicle was manufactured.
- No NSX will be released from the PRC until it passes these factory checks.
- The repaired NSX will then be transported back to the dealer for a final quality inspection and any necessary adjustments before being returned to the client.



NSX Damage Severity & Repair Requirements

## Notes:

- NSX exclusive non-structural parts can be ordered only by authorized NSX dealers. NSX structural collision repair parts are not available for general sale. Please refer to Parts Information Bulletin (PIB) B16-0010 for more information.
- Repair for vehicles sent to the Performance Refresh Center are to be handled as sublet body repair and are to follow existing Acura sublet accounting practice. For additional information dealer business offices should reference the accounting bulletin titled "NSX Structural Repair – Sublet" available on iN.

## WHAT TO DO IF AN NSX SUSTAINS BODY OR COLLISION DAMAGE

If your dealership becomes aware of an NSX client whose vehicle has sustained collision or body damage, please follow these steps:

- Confirm the safety and health of the driver and passengers
- Arrange for alternate transportation if necessary
- Have the vehicle towed to the closest NSX dealer to begin the repair process
- Contact the ACR NSX Specialists **1-844-68-ACURA (22872)** for further instructions

The flowchart on the next page outlines the basic collision repair process:

## NSX BODY REPAIR PROCESS FLOWCHART

The flowchart below outlines the basic process to repair body or collision damage to a next-generation NSX:

