

2014-15 MDX & 2014 RLX Seat Belts Won't Extend/Retract Safety Recall Q&A

What is the reason for this recall?	In very low temperatures (below 0 degrees F) the driver's and front passenger's seatbelts may not release from the retracted position. A seatbelt that cannot be used by the seat occupant increases the risk of injury in a crash.
Can the seat belts be used safely?	In extremely cold conditions, if this issue occurs, the seat belt may not retract or extend, preventing use of the belt. Once the vehicle interior (and seatbelt retractor mechanism) is sufficiently warmed, normal operation should return. Under normal conditions and temperatures, the seat belt should extend and retract properly, and would be safe to use until the updated seat belt can be installed at an Acura dealer.
How did Acura discover this problem?	First occurrences occurred outside of the US, and subsequent investigation led by the MDX factory in Alabama discovered the defect.
What will be done to recalled vehicles?	An Acura dealer will replace both front seat belt assemblies, free of charge.
How long will the inspection/repair take?	Customers should ask their dealers for a total time estimate when making an appointment, as each dealer's daily schedule is different. Once the vehicle is in the technician's hands, the replacement should take approximately 1 hour.
Has Acura received complaints from customers for this issue?	Yes. Acura did receive several warranty claims from customers in the U.S. experiencing the issue.
Have any crashes been caused by this problem?	No. This condition should not contribute to a crash. Acura has not received any reports of crashes resulting from or related to this condition.
Have there been any injuries?	Acura has not received any reports of injuries resulting from, or related to, this condition.
When will customers be notified?	Mailed notification to customers will begin in late-Oct. In addition, owners of these vehicles can determine if their vehicles require repair by going to recalls.acura.com or by calling (800) 382-2238 and selecting option 4.
What should a customer do if their vehicle is experiencing a problem now?	At the time of the recall announcement, very few areas of the U.S. should be experiencing temperatures below 0 degrees F. If the driver's seat belt fails to extend, the vehicle should not be driven without the seat belt working correctly. If the front passenger seat belt fails to work properly, passengers should avoid sitting in the front seat and choose another seating position. This recall only applies to specific vehicles, and it is unnecessary for all owners of these models to visit a dealer. However, we want each customer who receives a notification letter to have their vehicle repaired.
Are all 2014 RLX and 2014-2015 MDX vehicles part of this recall?	No. Only specific vehicles are affected by this recall. owners of these vehicles can determine if their vehicles require repair by going to recalls.acura.com .
Have all of the vehicles being recalled been sold to customers?	No, but only a very small number remain in dealer inventory. Any unsold vehicles in Acura dealer inventory will be repaired before they are delivered to a customer.
Is there a potential to include other vehicles in the future?	We are confident that we have identified all of the potentially affected vehicles and do not expect to add any in the future.
Where were these vehicles built?	All RLX vehicles were built in Sayama, Japan and all MDX vehicles were built in Lincoln, Alabama.
What company supplies these seatbelts?	TK Holdings is the supplier.
How many countries does this affect?	This recall affects vehicles sold in 4 countries, the U.S., Canada, China, and Russia.
How many vehicles are affected by this recall?	US: 43,481 Canada: 4,010 China: 697 Russia: 749 Worldwide Total: 48,937
How many of each vehicle (RLX and MDX) are being recalled in the U.S.?	2014 RLX: 7,126 2014-2015 MDX: 36,355