

[Next Unread Message](#)**View Message**

Sent on	04	19	2017	Expires on	07	17	2017
From	Brad Ortloff, Manager of Campaign Administration						
Subject	Stop Sale/Non-Compliance Recall: 17 RDX Certification Label Ink Rubs-off-UPDATE						

DATE: April 19, 2017

TO: All Acura Parts & Service Managers, Advisors and Personnel

FROM: Brad Ortloff, Manager of Campaign Administration

RE: Stop Sale/Non-Compliance Recall: 2017 RDX Certification Label Ink Rubs-off-UPDATE

On April 13, 2017, Acura notified all dealers of a **stop sale** and voluntary non-compliance recall for certain 2017 RDX vehicles due to certification label regulations. **The updated service bulletin 17-021 Non-Compliance Recall: 2017 RDX Certification Label** is now available for review on Service Information System (SIS).

Note: Some vehicles affected by this campaign may be in your vehicle inventory. Failure to repair a vehicle subject to a recall may subject your dealership to penalties under applicable state and federal laws.

Basic Problem

On certain 2017 RDX vehicles built between April 3rd thru April 11th 2017, the ink on the certification label may rub off when wiping the label with alcohol, gasoline, kerosene, engine oil, window cleaner, car wax, or any other household cleaners. This would cause the vehicle to be noncompliant with Title 49 of the Code of Federal Regulations, Part 567, "Certification."

Label Information

VIN-specific replacement labels have been shipped, "Attn: Service Manager", directly from the factory to your dealership and once received they need to be reviewed against your vehicle inventory or the list of vehicles assigned. Should a label become lost at any time the DPSM must be notified immediately for support of reprint from the factory. Any unused or damaged replacement labels must be returned to the DPSM.

Dealer to Dealer Transfers

For any dealer to dealer transfer the original dealer must repair the vehicle, prior to transfer. If the vehicle is not available the label must be sent to the new dealer in the most secure way, physical transfer preferred, or with a tracking number to the new dealership.

Campaign and Repair Information

Updated service bulletin 17-021, is available/posted and includes warranty, and repair information related to the recall campaign. Using the assigned label(s) find said vehicle(s) and fix using the service bulletin instructions. Should a label reflect a vehicle already sold, the dealer must contact the customer and schedule an appointment for correction of the vehicle's label as soon as possible.

Tools

No special tools or special shop equipment necessary to perform this repair.

Warranty Information

Detailed information on warranty is available in service bulletin 17-021.

Customer Notification

American Acura Motor, Co., Inc. will begin customer outreach with a recall letter for those VIN that have not been repaired

in mid-May 2017 and expects to complete initial customer notification by the end of May 2017. The customer will be instructed to contact the selling dealer and schedule an appointment to allow the dealer to acquire the label required for this correction. Should a customer not be able to physically return to the original selling dealer, they will be asked to contact Acura Client Relations to help assist with an appointment and the coordination of the vehicle label.