

## Safety Recall: 2020–22 Multi-Model Seat Weight Sensor Campaign Notice

Replaces the campaign notice dated February 15<sup>th</sup> .

**NOTE:** This notice is to keep all dealers with the most up-to-date information for this safety recall. Dealers will be notified when this notice is revised.

### AFFECTED VEHICLES

Year	Model	Trim	Remedy Service Bulletin Number	Remedy Available	Parts Availability
2020	MDX	ALL	NOT AVAILABLE	NO	NOT AVAILABLE
2022	MDX	ALL	NOT AVAILABLE	NO	NOT AVAILABLE
2020–22	RDX	ALL	24-015	NO	NOT AVAILABLE
2020	TLX	ALL	24-017	NO	NOT AVAILABLE
2021	TLX	ALL	24-016	NO	NOT AVAILABLE

### BACKGROUND

On February 1, 2024, Acura notified NHTSA of a STOP SALE and safety recall for the models listed in the AFFECTED VEHICLE table above.

Affected vehicles may be equipped with seat weight sensors not built to proper specifications. Improperly built sensors could lead to cracking and/or a short circuit of the sensor resulting in the illumination of the SRS warning indicator. In certain collisions, these seat weight sensors may cause improper deployment of the front passenger airbag, increasing the risk of injury.

### ACTION

Check the iN VIN status for eligibility. If this Campaign Notice appears on a VIN status inquiry, the vehicle is subject to a safety recall. Any affected vehicles in your dealer inventory are on **STOP SALE** under certain conditions. See the **USED CAR INVENTORY** section for additional information.

For vehicles in for regular service and repairs, see the **CLIENTS IN FOR SERVICE** section for additional information.

### REPAIR

Replacement of the seat frame, seat rail assemblies or seat weight sensors will be necessary depending on the model.

### PARTS

02/16/24 - Acura is urgently preparing the repair parts. Parts are in very limited supply. Dealers will be updated on parts availability through this campaign notice and through iN messages.

02/27/24 – Limited parts have been made available for 2020-22 RDX and 2020-21 TLX models that have the SRS indicator ON. An inspection will be required and if determined, the required parts will be allocated. Refer to the applicable service bulletin for details.

### CLIENT NOTIFICATION

Acura expects to begin initial client notification in mid-March 2024. Dealers will be updated when client notifications commence through this campaign notice.

In the event your dealership receives a notice for a vehicle that was sold prior to the safety recall announcement, it is the dealership's responsibility to forward the owner letter to the client who purchased the vehicle.

## CLIENTS IN FOR SERVICE

### FOR 2020, 2022 MDX ONLY

Dealers must check for **2** conditions during active write-up for clients visiting the dealer for regular service or repairs.

1. Perform a iN VIN status inquiry to check if the client's vehicle is affected.
2. Check if the SRS indicator is ON.

#### Vehicle **IS** affected and the SRS Indicator is **OFF**

If the vehicle **IS** affected and the SRS indicator is **OFF**, inform the client of this safety recall and indicate on the repair order that:

*The vehicle may be subject to a recall affecting the front passenger seat weight sensors. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.*

For any questions or concerns clients may have, you may have them contact Acura Client Relations at 1-888-234-2138

#### Vehicle **IS** affected and the SRS Indicator is **ON**

If the vehicle **IS** affected and the SRS indicator is **ON**, contact your DPSM to arrange alternative transportation.

### FOR 2020-22 RDX & 2020-21 TLX

Dealers must check for 2 conditions during active write-up for clients visiting the dealer for regular service or repairs.

1. Perform a iN VIN status inquiry to check if the client's vehicle is affected.
2. Check if the SRS indicator is ON.

#### Vehicle **IS** affected and the SRS Indicator is **OFF**

If the vehicle **IS** affected and the SRS indicator is **OFF**, inform the client of this safety recall and indicate on the repair order that:

*The vehicle may be subject to a recall affecting the front passenger seat weight sensors. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.*

For any questions or concerns clients may have, you may have them contact Acura Client Relations at 1-888-234-2138

#### Vehicle **IS** affected and the SRS Indicator is **ON**

Do the inspection procedure listed in the applicable remedy service bulletin. If the inspection procedure determines that the SRS indicator **IS** related to this safety recall, parts will be allocated. If the SRS indicator is **NOT** related to this safety recall, follow normal troubleshooting procedures.

## NEW VEHICLE INVENTORY

According to the Dealer Operations Manual (DOM) section 7.2.4, Vehicles on Dealer Inventory, federal law prohibits a dealership from selling or leasing a **new vehicle** that is subject to a safety or emissions recall without first completing the recall procedure outlined in the applicable service bulletin. Failure to complete a safety or emissions recall prior to the sale or lease of a new vehicle to a customer may subject a dealership to a fine under federal law and/or claims or lawsuits from the client or anyone else harmed as a result of such failure.

Acura does not expect any new, unsold units in dealer inventory.

## USED VEHICLE INVENTORY

Due to the limited parts availability to repair an affected vehicle for this safety recall, vehicles in your used car inventory affected by this safety recall (as reported on iN VIN status inquiry) may be delivered to a purchaser if the **3** following conditions are met:

1. Vehicle **IS NOT** part of the Acura Certified Pre-Owned Vehicle program.
2. Vehicle **DOES NOT** have the SRS indicator ON.
3. The dealership discloses information about this safety recall to the purchaser using the Owner Contact and Vehicle Disclosure Form found after the page.

**If these conditions are met, do the following (*done by Sales Department*):**

1. Fill out the Owner Contact and Vehicle Disclosure Form included with this notice if the purchaser agrees to purchase the vehicle in this condition.
  - Retain the signed form at the dealership by including it in the deal jacket
  - Provide a copy of the signed form to the purchaser
  - Print a copy of the VIN status inquiry
2. Print and provide a copy of the Safety Recall Information sheet (included on the last page of this notice).
3. Complete a Retail Delivery Record (RDR) and select **Used/Other**.
4. Dealer contacts the owner and schedules an appointment when remedy parts become available. See **PARTS** section on page 2.

**NOTE:** If you have any questions regarding this process, contact your District Sales Manager (DSM).

### **If the SRS Indicator is ON, Do the Following**

Do the inspection procedure listed in the applicable remedy service bulletin. If the inspection procedure determines that the SRS indicator **IS** related to this safety recall, parts will be allocated. If the SRS indicator is **NOT** related to this safety recall, follow normal troubleshooting procedures.

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# Owner Contact and Vehicle Disclosure Form

**IMPORTANT NOTICE: This form is Not Applicable to New Vehicles or Acura Certified Pre-Owned vehicles.**

This vehicle is involved in the following safety recall. At this time, remedy parts are not available, and the remedy has not been performed. I understand that the background of this safety recall and the vehicle will need to be returned to an authorized Acura dealer to have the remedy performed at no charge when the remedy is available.

Safety Recall	Campaign Code
Safety Recall: 2020–22 Multi-Model Seat Weight Sensor	6XW

Owner Signature \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Acura recommends that you register with the Acura Owners Website at <https://mygarage.honda.com> and regularly check safety recall applicability using [www.recalls.acura.com](http://www.recalls.acura.com) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN: 

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Model: \_\_\_\_\_ Model Year: \_\_\_\_\_ Current Mileage: \_\_\_\_\_

### OWNER INFORMATION

Name \_\_\_\_\_ Email \_\_\_\_\_  
First Mi Last

Address \_\_\_\_\_  
Street Apt No. City State Zip Code

Home Phone # \_\_\_\_\_ Mobile Phone # \_\_\_\_\_

Please provide this information so your dealer can notify you when the remedy becomes available. This information will only be used for safety recall communications.

### DEALER INFORMATION

Dealer Name \_\_\_\_\_ Dealer Number \_\_\_\_\_

Dealer Staff Name \_\_\_\_\_ Dealer Staff Signature \_\_\_\_\_

### INSTRUCTIONS TO DEALER

Retain the signed form in the deal jacket

Print a copy of the VIN status inquiry and include it in the deal jacket

Complete a Retail Delivery Record (RDR) and select Used/Other

Provide a copy of this form to the purchaser

Provide a copy of the Safety Recall Information to the purchaser (next page)



## Safety Recall Information (For Customer)

### Safety Recall: 2020–22 Multi-Model Seat Weight Sensor

#### BACKGROUND

On February 1, 2024, Acura notified the National Highway Traffic Safety Administration (NHTSA) of a safety recall for the models listed in the table below.

Year	Model	Trim
2020	MDX	ALL
2022	MDX	ALL
2020–22	RDX	ALL
2020–21	TLX	ALL

Affected vehicles may be equipped with seat weight sensors not built to proper specifications. Improperly built sensors could lead to cracking and/or a short circuit of the sensor resulting in the illumination of the Supplemental Restraint System (SRS) warning light and the passenger airbag indicator remaining OFF. In certain collisions, these seat weight sensors may cause improper deployment of the front passenger airbag, increasing the risk of injury. At risk passengers are babies/infants in car seats, children using booster seats, children under the age of 13, and very small statured adults. Consistent with recommendations from NHTSA and in your vehicle's Owner's Manual, these passengers should not sit in the front passenger seat.

#### REMEDY

Acura is currently preparing the necessary parts to repair your vehicle. When parts become available, Acura will send you a follow-up letter and repair your vehicle, **FREE OF CHARGE**.

#### CLIENT NOTIFICATION

Acura expects to begin initial customer notification in mid-March 2024.

#### QUESTIONS

If you have questions or concerns, we encourage you to:

- Chat with our 24/7 virtual agent “Ask Us” at [askus.acura.com](https://askus.acura.com)
- Email or chat by going to [www.mygarage.honda.com/s/help-acura](https://www.mygarage.honda.com/s/help-acura)
- Visit X (formerly Twitter) @AcuraClientCare; or
- Call American Honda's Customer Support & Campaign Center at 1-888-234-2138 Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time.