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Sent on 04 25 2014 **Expires on** 05 09 2014
From Parts and Service Division
Subject Request for Visit/Parts: 2014 RLX Front Suspension Noise When Driving Over Burr

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit/Parts: 2014 RLX Front Suspension Noise When Driving Over Bumps

This message is solely directed to Acura dealership personnel; please handle accordingly.
Print this iV message and provide a copy to the Shop Foreman and all Service Consultants.

Background

American Honda (AHM) is investigating certain 2014 RLXs with a complaint of a front suspension noise when driving over bumps. The noise can be described as clunking or rattling. To fully understand the cause of this condition, AHM would like to inspect the vehicle and/or collect specific parts from the vehicle prior to you attempting any further repair of any kind.

Qualifiers

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

1. Must be able to duplicate the issue.
2. No front suspension work has been performed on the vehicle
3. Vehicle has not been involved in any collision.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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