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Sent on	03	10	2017	Expires on	03	24	2017
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From	Parts and Service Division
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Subject	Request for Visit: 2017 RDX GPS Issues with NAVI Unit
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PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2017 RDX GPS Issues with NAVI Unit

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

Background

American Honda (AHM) is investigating certain 2017 RDXs with either a client complaint or PDI timing discovery of no GPS signal or the NAVI showing wrong location. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Trim must be TECH or ADV.
2. Must be able to duplicate the issue.
3. No repair has been attempted for this issue.

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.