

View Message

Sent on	07	25	2017	Expires on	08	08	2017
From	Parts and Service Division						
Subject	Request for Info: 2016-2017 RDX Rear View Camera Loose						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Info: 2016-2017 RDX Rear View Camera Loose

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 2016-2017 RDXs with a client complaint of the rear view camera loose. To fully understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. 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.