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Sent on	09	28	2017	Expires on	10	12	2017
From	Parts and Service Division						
Subject	Request for Parts: 2017 RDX GPS Issues with NAVI Unit						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Parts: 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 Motor Co., Inc. (AHM) is investigating certain 2017 RDXs with either a client complaint or TQI-timing discovery of no GPS signal or the NAVI showing wrong location. To fully understand the cause of this condition, AHM would like to collect specific parts from 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. In-Line Diagnosis must confirm no GPS satellite connection. Click [HERE](#) for test procedure.
4. Unplugging the TCU GPS antenna allows navigation to receive GPS satellite signal.
5. 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.