

[Next Unread Message](#)

**View Message**

<b>Sent on</b>	11	27	2017	<b>Expires on</b>	12	11	2017
<b>From</b>	Parts and Service Division						
<b>Subject</b>	Request for Parts: 2014-2017 RLX & RLX Hybrid Musty Smell from HVAC						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
 From: Technical Research & Support Group  
 RE: Request for Parts: 2014-2017 RLX & RLX Hybrid Musty Smell from HVAC

**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 2014-2017 RLXs & RLX Hybrids with a client complaint of musty smell coming from HVAC. 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. No previous replacement of HVAC components.
2. No previous cleaning or spraying of disinfectant into the vents
3. Vehicle must still have the same cabin air filter as when the complaint was made.

**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.