

View Message

Sent on	02	15	2018	Expires on	02	28	2018		
From	Parts and Service Division								
Subject	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 iV 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.