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Sent on	08	31	2018	Expires on	09	14	2018
From	Parts and Service Division						
Subject	Request for Visit: 2019 RDX Automatic Tailgate Inop (Zone 2)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2019 RDX Automatic Tailgate Inop

**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 2019 RDXs with a client complaint of the automatic tailgate not closing. 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. Must be able to duplicate the issue.
2. Power tailgate beeps & reverses to open position but can be closed manually with no visual obstructions.
3. No previous repair to the tailgate motor and the tail lamp area.

Action Required

If you have or know of such a vehicle, please call the 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.