

[Next Unread Message](#)

View Message

| | | | | | | | |
|----------------|---------------------------------------|----|------|-------------------|----|----|------|
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| Sent on | 10 | 17 | 2018 | Expires on | 10 | 30 | 2018 |
| From | Parts and Service Division | | | | | | |
| Subject | Request for Visit: 2019 RDX Horn Inop | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Visit: 2019 RDX Horn 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 horn inoperative when pressed or the panic button is used. 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. Mileage must be over 4,000 miles.
2. Must be able to duplicate the issue.
3. First time complaint only.
4. Vehicle has not been in a collision.
5. No repair has been attempted for this issue during the current visit.

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.