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<b>Sent on</b>	01	02	2019	<b>Expires on</b>	01	16	2019
<b>From</b>	Parts and Service Division						
<b>Subject</b>	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.