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<b>Sent on</b>	08	28	2019	<b>Expires on</b>	11	15	2019
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	Product Update: Display Audio Clock Off by 1 Hour						

DATE: August 28, 2019

TO: All Acura Sales, Service, &amp; Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: Display Audio Clock Off by 1 Hour

Today, August 28, 2019, Acura is announcing a product update for certain 2019-2020 RDX vehicles where the display audio system may not show the correct time. Do an iN VIN status inquiry to determine which **units in your inventory are affected.**

Acura requests that all vehicles be updated prior to sale to ensure client confidence and satisfaction.

BACKGROUND

The audio system may show the clock off by 1 hour. This is caused by a software issue that stores the incorrect date in the audio unit.

REPAIR

Affected vehicles will require an audio software update via the Over the Air (OTA) system. The software is available at the time of this message and may be performed by dealerships or by the client via their vehicle's OTA update function.

PARTS

There are no parts needed for this campaign.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletin 19-050, *Product Update: Display Audio Clock Off by 1 Hour*, has been posted to the Service Information System (SIS) as of August 28, 2019. It includes software, repair, and warranty information related to this campaign.

CLIENT NOTIFICATION

Acura expects to complete client notification by end of September. As of August 28, 2019, the improved OTA software is available to clients to allow them to update their own vehicles.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.