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Sent on	03	03	2020	Expires on	03	17	2020
From	Parts and Service Division						
Subject	Request for Parts: 2019 AWD RDX Front Damper Noise						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Parts: 2019 AWD RDX Front Damper Noise

This message is solely directed to Acura dealership personnel; please handle accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Consultants.

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2019 AWD RDXs with a client complaint of a noise coming from the front dampers while driving. To better 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. AWD trims only (excluding ADV AWD).
2. Must be able to duplicate the issue.
3. Vehicle has not been involved in a collision.
4. No repair has been attempted for this issue.

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.