

Infotainment Control Unit Replacement

AFFECTED VEHICLES

Year	Model	Trim Level
2019-20	RDX	ALL

We've been getting reports that incorrect parts are being ordered when trying to order an infotainment control unit from Denso. Service techs and/or parts specialists are ordering a range of incorrect parts for issues related to this unit. This is due to a change in the Remanufactured Parts Order form.

These incorrect orders are resulting in multiple days/weeks wasted waiting for the incorrect part to be delivered. The vendors for the parts ordered may or may not call your dealership back to inform it of the error.

Because of this, we've updated the Remanufactured Parts Order form to remove the Denso-built infotainment control assembly. These parts are now only available as new service parts, and must be ordered through your dealership's Daily Stock Order. If you have issues with ordering parts through this process, contact your dealer facing parts analyst at your local parts center.