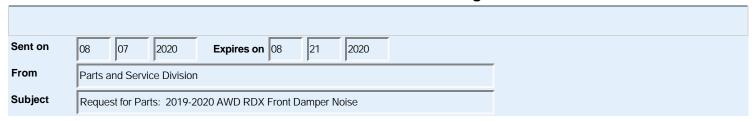
View Message



PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants From: Technical Research & Support Group

RE: Request for Parts: 2019-2020 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 searching for certain 2019-2020 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 a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

- 1. Model Year (e.g. 2020)
- 2. Model Name (e.g. TLX)
- 3. Issue (e.g. Brake Judder)
- 4. VIN

E-Mail Body:

- 1. Dealer Number
- 2. Your Name
- 3. Best Phone Number to be Reached
- 4. Current Mileage

Thank you.