

View Message

Sent on	11	04	2020	Expires on	11	18	2020
From	Parts and Service Division						
Subject	Request for Info: 2019-2020 RDX Front Window Noise When Opening/Closing						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Research & Support Group
RE: Request for Info: 2019-2020 RDX Front Window Noise When Opening/Closing

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 RDXs with a client complaint of a noise coming from the front windows when opening or closing. To better understand the cause of this condition, AHM would like to collect specific information 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. Must be able to duplicate the issue.
2. Vehicle has not been in a collision.
3. Previously, the regulators, molding assembly or the inner weatherstrip have been replaced for noise issue.
4. No repair has been attempted for this issue during current visit.

Action Required

If a vehicle matching the description 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.