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Sent on	02	18	2021	**Expires on**	04	08	2021
From	Brad Ortloff, Manager Auto Campaign Administration Dept.						
Subject	Warranty Extension: 2019-2020 RDX MOST Bus Network Connectors						

DATE: February 18, 2021

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

FROM: Brad Ortloff, Manager Auto Campaign Administration Dept.

Re: Warranty Extension: 2019-2020 RDX MOST Bus Network Connectors

Today, February 18, 2021, Acura is announcing a warranty extension for certain 2019-20 RDX vehicles. This warranty extension covers communication issues in the MOST bus network where the vehicle may experience popping or crackling from the speakers, a blank display, no sound from the audio system, a *Network Loss* message, center display staying on after turning the vehicle to the OFF mode with the door open, display switches between the Day Mode and Night Mode, the “Drive mode not available” message appears, or the disclaimer message is stuck on. Acura is extending the warranty for the MOST bus network connectors on these vehicles to 6 years or 72,000 miles from the original date of purchase, whichever comes first.

BACKGROUND
A loose connection in the MOST bus network may cause the symptoms identified above.

REPAIR
Install the FAKRA connector set and the MOST service cords.

PARTS
Parts are available through normal ordering.

TOOLS
There are no special tools needed for this campaign.

SERVICE BULLETIN
Service bulletin 21-009, *Warranty Extension: 2019-20 RDX MOST Bus Network Connectors* has been posted to the Service Information System (SIS) as of February 18, 2021. It includes parts, repair, tools, and warranty information related to this campaign.

CLIENT NOTIFICATION
Acura expects to begin client notification by the end of March 2021.

As always, be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaigns.