

View Message

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|----------------|------------------------------------|----|------|-------------------|----|----|------|
| Sent on | 05 | 10 | 2021 | Expires on | 05 | 29 | 2021 |
| From | Parts Operations, Campaign Group | | | | | | |
| Subject | FAKRA Service Housing Availability | | | | | | |

On February 18, 2021, American Honda announced a warranty extension for certain 2019-2020 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.

Demand and usage on the FAKRA Service Housings (39817-TJB-AC0) has been much higher than anticipated. American Honda is working with our supplier to increase capacity and make additional parts available. To allow for as many repairs as possible, effective immediately, May 10th, parts are no longer available for dealer ordering. Effective week of May 17th, American Honda will begin auto shipping parts to dealers based on previous usage and part inventory.

American Honda is continuing to work with our supplier and we hope to have this situation resolved by early to mid-Summer. Until that time, American Honda will continue with auto allocation. Additional details and information will be shared as it becomes available.

Thank you,

American Honda Motor Co., Inc.

CH/ms