INTERACTIVE NETWORK

View Message

Sent on	08	29	2021	**Expires on**	09	12	2021	
From	Parts and Service Division							
Subject	Request for Parts: 2016-2018 RDX Rear View Camera Loose/Hanging							

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2016-2018 RDX Rear View Camera Loose/Hanging

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 2016-2018 RDXs with a client complaint of the rear view camera loose or hanging. Clients may also notice a shaky image or a skewed angle view on the rear view camera screen when the vehicle is in reverse. 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. Must be able to confirm the physical condition of the rear view camera and/or duplicate the rear view camera screen image.
2. Vehicle with previous rear view camera replacement is accepted.
3. Vehicle has not been involved in a collision with damage to the rear of the vehicle.
4. No repair has been attempted for this issue during current visit.

Action Required
If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS - formerly TRS) at **tis@ahm.honda.com**.
TIS 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.