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|----------------|---|----|------|-------------------|----|----|------|
| Sent on | 09 | 10 | 2021 | Expires on | 09 | 24 | 2021 |
| From | Technical Information & Support Group | | | | | | |
| Subject | Request for Info: 2020-2021 RDX Center Console Lid/Armrest Not Latching | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group (formerly TRS)
 RE: Request for Info: 2020-2021 RDX Center Console Lid/Armrest Not Latching

**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 2020-2021 RDXs with a client complaint of the center console lid (armrest) not latching/staying closed intermittently or at all times. 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. The lid/center console has not been replaced previously.
3. 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 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.