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Sent on	09	23	2021	Expires on	10	07	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.