

[Next Unread Message](#)**View Message**

<b>Sent on</b>	10	01	2021	<b>Expires on</b>	10	15	2021
<b>From</b>	Parts and Service Division						
<b>Subject</b>	Request for Visit: 2019-2021 RDX HUD Rattle Noise						

**PRIORITY/ACTION REQUIRED**

To: All Acura Service Managers/Consultants  
 From: Technical Information & Support Group (formerly TRS)  
 RE: Request for Visit: 2019-2021 RDX HUD Rattle Noise

**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 2019-2021 RDXs with a client complaint of a rattle noise coming from the Head-Up Display (HUD). To better understand the cause of this condition, AHM would like to inspect 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 rattle noise.
2. 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](mailto: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.