

View Message

Sent on	10	01	2021	Expires on	10	15	2021
From	Technical Information & Support Group						
Subject	Request for Visit: 2020-2021 RDX Sunshade/Sunroof Inop						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group (formerly TRS)
RE: Request for Visit: 2020-2021 RDX Sunshade/Sunroof Auto-Reverse or Inop

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 sunshade or sunroof closing partially before reversing open or will not move in the closing direction from any position. 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 issue.
2. No repair has been attempted for this issue including the auto-relearn or the motor control unit reset.

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.