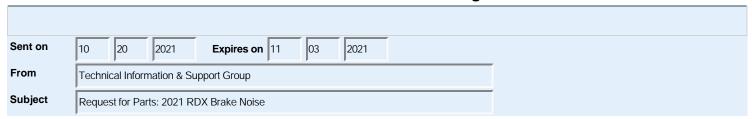
View Message



PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants

From: Technical Information & Support Group (formerly TRS)

RE: Request for Parts: 2021 RDX Brake 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 2021 RDXs with a client complaint of a brake noise. The noise can be described as a squeal. 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. VIN must be after 5J8TC2H..ML009976 (4WD) or 5J8TC1H..ML004765 (2WD).
- 2. Must be able to duplicate the squeal noise.
- 3. Vehicle has not been involved in a collision.
- 4. Brake pads have not been replaced & the discs have not been turned previously.
- 5. 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 <u>tis@ahm.honda.com</u>. 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.

F-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:

- Dealer Number
- 2. Your Name
- 3. Best Phone Number to be Reached
- 4. Current Mileage

Thank you.