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Sent on	12	03	2021	Expires on	03	01	2022
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Improvement: 2019-2021 RDX OTA Software Update						

DATE: December 3, 2021

TO: All Acura Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Improvement: 2019-2021 RDX OTA Software Update

Today, December 3, 2021, Acura is announcing a product improvement campaign (PIC) for certain 2019-2021 RDX vehicles to update the telematics control unit (TCU) software for an upcoming network service change. **Perform an iN VIN status inquiry to determine which units in your inventory are affected.**

Acura requests that all vehicles be updated prior to sale to ensure client confidence and satisfaction.

BACKGROUND

By February 2022, the network provider will phase out the current 3G network vehicles utilize for connected services. The TCU Over the Air Update (OTA) must be completed before February 2022 to allow vehicles to connect to the new VoLTE network and continue communications.

REPAIR

Affected vehicles will require a TCU software update via the OTA system. The software is available and may be performed by dealerships or the client via their vehicle's OTA update function.

PARTS

There are no parts needed for this campaign.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service Bulletin 21-029, *Product Improvement: 2019-2021 RDX 3G OTA TCU Software Update*, has been posted to the Service Information System (SIS) as of December 3, 2021. It includes software, repair, and warranty information related to this campaign.

CLIENT NOTIFICATION

Acura expects to complete client notification by the end of December 2021. As of today, the OTA software is available to clients to allow them to update their vehicles.

As always, be sure to perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.