

View Message

Sent on	01	04	2022	Expires on	01	17	2022
From	Technical Information & Support Group						
Subject	Request for Visit: 2020-2022 RDX & 2022 MDX Sunshade/Sunroof Inop						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Visit: 2020-2022 RDX & 2022 MDX 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 2020-2022 RDXs & 2022 MDXs 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. Frame-related issues, mechanical binding issues and issues related to a dead motor are NOT accepted.
3. No repair has been attempted for this issue including the auto-relearn or the motor control unit reset within the past 10 days.

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.