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Sent on	01	19	2022	Expires on	02	02	2022
From	Technical Information & Support Group						
Subject	Request for Info: 2019-2021 RDX Rear Door Weatherstrip Loose/Deformed/Torn						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Info: 2019-2021 RDX Rear Door Weatherstrip Loose, Deformed or Torn

**This message is solely directed to Acura dealership personnel; please handle it accordingly.
 Print this i/V message and provide a copy to the Shop Foreman and all Service Consultants.**

Background

American Honda Motor Co., Inc. (AHM) is searching for 2019-2021 RDX with a customer complaint of a damaged rear door weatherstrip. To better understand the cause of this condition, AHM would like to obtain images of the weatherstrip before you attempt any repairs.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Must be able to confirm the issue visually.
2. No repair has been attempted.

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.