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Sent on	05	17	2022	**Expires on**	05	31	2022
From	Technical Information & Support Group						
Subject	Request for Info: 20-22 RDX & 22 MDX Sunroof Seal Deformation (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Info: 2020-2022 RDX & 2022 MDX Sunroof Seal Deformation (ACTION REQUIRED)

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 deformed or damaged sunroof seals. To better understand the cause of this condition, AHM would like to obtain pictures of the sunroof seal prior to you attempting a repair of any kind.

Qualifiers
AHM is interested ONLY if the vehicle meets the following requirements:
1. 2020 RDX VIN must be after 5J8TC2H..LL004225.
2. All 2021 RDX & 2022 MDX are accepted.
3. Must be able to visually confirm the issue (click HERE for sample pictures of the issue.)
4. No repair has been attempted including the removal of the sunroof assembly.

Action Required
If a vehicle matching the qualifiers above comes into your dealership, please take pictures of the issue as shown in the sample pictures and email them to Technical Information & Support (TIS) at tis@ahm.honda.com.
Once TIS receives the pictures, TIS will provide you with specific warranty codes to be used when submitting the claim for photo submission.
After emailing the pictures to TIS, please proceed with normal repairs.

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
5. 2 Photos

Thank you.