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Sent on	11	08	2022	**Expires on**	11	16	2022
From	Technical Information & Support Group						
Subject	Request for Parts: 2020-2022 MDX & RDX Sunshade/Sunroof Auto Function Inop						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Parts: 2020-2022 MDX & RDX Sunshade/Sunroof Auto Function Inop
(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 2022 MDXs & 2020-2022 RDXs with a client complaint of the auto-open/close function on the sunshade/sunroof being lost (client has to continuously press on the button for movement). 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. Must confirm that the auto-open/close function is still lost after a reset.
3. No dead motor issue.

Action Required
If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) 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.