

May 20, 2023

Version 3

## Rear Windshield Glass Shattering

Supersedes 22-014, dated October 28, 2022, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	RDX	ALL	ALL
2020	RDX	2WD	5J8TC1H...L000001 Thru 5J8TC1H...L020269
2020	RDX	AWD	5J8TC2H...LL000001 Thru 5J8TC2H...LL039430

### REVISION SUMMARY

Under WARRANTY CLAIM INFORMATION, the Description and Flat Rate Time was changed.

### SYMPTOM

The rear windshield glass is shattered or broken with no external impact.

### POSSIBLE CAUSE

Incorrect specification for the rear defroster grid.

### CORRECTIVE ACTION

Inspect and replace the rear windshield glass.

### PARTS INFORMATION

Part Name	Part Number	Quantity
Rear Windshield Glass	73211-TJB-A02	1
Rubber Windshield Dam	73127-TY0-000	2
Rubber Windshield Dam RR	73212-TJB-A01	4
Windshield Spacer B, RR	73222-SR4-000	1

**CLIENT INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
832120	Replace the rear windshield glass (includes cleaning of broken glass).	3.5 hr	01801	03217	B22014A	73211-TJB-A02

Skill Level: Repair Technician

## INSPECTION PROCEDURE

- Make sure that the vehicle's front/rear bumper, tailgate, and rear wiper do not have any visual damage.
- Check the tailgate alignment. Make sure it opens and closes properly.
- If there are no signs of damage to the bumpers, tailgate, wiper, or alignment issues, and the tailgate opens and closes properly, go to the REPAIR PROCEDURE and replace the rear windshield glass.

## REPAIR PROCEDURE

Replace the rear windshield glass. Refer to the service information> enter keyword **Rear Window**, then select **Rear Window Area** from the list.

END