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06	23	2023	Expires on	08	11	2023
From						
Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject						
Warranty Extension: 2019-2020 RDX MOST Communication Error						

DATE: June 23, 2023

TO: All Acura Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Warranty Extension: 2019-2020 RDX MOST Communication Error

On June 23, 2023 Acura is announcing a warranty extension for certain model year 2019-2020 RDX units.

Acura is extending the warranty coverage on the FAKRA service cables to 8 years or 100,000 miles from the original date of purchase, whichever comes first.

BACKGROUND

A coaxial cable terminal was not manufactured to proper specifications. An improperly manufactured terminal may lead to poor communication in the media oriented system transport (MOST) bus network which can potentially affect the audio sound quality.

REPAIR

Replace female terminal on affected harness and install a terminal straightening cover.

PARTS

Parts are available at launch through the normal parts ordering system.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service Bulletin 23-025, *Warranty Extension: Popping/Crackling from the Speakers; Display Blank* has posted to the Service Information System (SIS) as of June 23, 2023. It includes parts, repair, tools, and warranty information related to this warranty extension.

CLIENT NOTIFICATION

Acura expects to begin client notification by the end of July 2023.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.