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Sent on	08	30	2023	Expires on	09	13	2023
From	Technical Information & Support Group						
Subject	Request for Visit: 2021-2022 RDX Front Wiper Motor Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultant
 From: Technical Information & Support Group
 RE: Request for Visit: 2021-2022 RDX Front Wiper Motor Inop (**ACTION REQUIRED**)

This message is solely directed to Acura dealership personnel; please handle it 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 investigating certain 2021-2022 RDXs with a client complaint of the front wipers inop. To fully 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 requirement:

1. 2021 VINs must be AFTER 5J8TC...ML005133.
2. 2022 VINs must be BEFORE 5J8TC...NY000172.
3. Must verify both wiper arms are inop constantly in all speed settings.
4. Must confirm that the wiper fuse B10 (No. B26 fuse in the under-hood fuse/relay box) is not blown.
5. No repair has been attempted for this issue.
6. Vehicle has not been involved in a collision.

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 or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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. 2023)
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. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer erpersonnel with a VISA gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.