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Sent on	09	19	2023	Expires on	10	03	2023
From	Technical Information & Support Group						
Subject	Request for Visit: 2022-2023 RDX Audio Infotainment Issues (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: Request for Visit: 2022-2023 RDX Audio Infotainment Issues **(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 searching for certain 2022-2023 RDXs with a client complaint of the center infotainment display inop/black/blank and/or popping/crackling noise from the speakers. 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 requirement:

1. Issue must be duplicated.
2. Must have either an audio popping/crackling sound concern or center infotainment display inop/black/blank.
3. Dealer has found issue to be MOST Ring-related.
4. No repair has been attempted for this 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 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 dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a Visa gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.