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|----------------|---|----|------|-------------------|----|----|------|
| Sent on | 10 | 24 | 2023 | Expires on | 11 | 07 | 2023 |
| From | Technical Information & Support Group | | | | | | |
| Subject | Request for Visit: 2019-2023 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: 2019-2023 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 2019-2023 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. Must verify both wiper arms are inop constantly in all speed settings.
2. Must confirm that the wiper fuse B10 (No. B26 fuse in the under-hood fuse/relay box) is not blown.
3. No repair has been attempted for this issue.
4. 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 ersonnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.