

[Next Unread Message](#)**View Message**

<b>Sent on</b>	07	30	2024	<b>Expires on</b>	10	17	2024
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	EXPANSION-Warranty Extension: 2021-2024 Multi-Model MOST Communication Error						

DATE: July 30, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: **EXPANSION**-Warranty Extension: 2021-2024 Multi-Model MOST Communication Error

On July 30, 2024, Acura is announcing a warranty extension expansion for certain model year 2022-2024 MDX, 2021-2024 RDX and 2021-2023 TLX 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 BULLETINS**

The following Service Bulletins posted to the Service Information System (SIS) as of July 26, 2024:

- 23-025, *Warranty Extension: Popping/Crackling from the Speakers; Display Blank* (revised to include 2021 RDX)
- 24-045, *Warranty Extension: 2022-24 RDX Popping/Crackling from the Speakers; Display Blank*
- 24-046, *Warranty Extension: 2021-23 TLX Popping/Crackling from the Speakers; Display Blank*
- 24-047, *Warranty Extension: 2022-24 MDX Popping/Crackling from the Speakers; Display Blank*

They include parts, repair, tools, and warranty information related to this warranty extension.

**CLIENT NOTIFICATION**

Acura expects to begin client notification by the beginning of September 2024.

## INTERACTIVE NETWORK

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