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Sent on	04	25	2025	Expires on	05	09	2025
From	Technical Information & Support Group						
Subject	Request for Visit: 2019-2025 MDX & RDX Sunroof Pop Noise (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Acura Service Managers/Consultants
 From: Technical Information & Support Group
 RE: **Request for Visit: 2019-2025 MDX & RDX Sunroof Pop Noise (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 2019-2025 RDXs and 2022-2025 MDXs with a client complaint of a pop noise in the rear sunroof area. Clients may describe a single pop noise heard while driving over a bump or turning in and out of driveways. 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 requirements:

1. 2019-2022 RDXs & 2022 MDXs must have previous replacement of sunroof frame (06701) AFTER May 2023.
2. For 2023-2025 MDXs and RDXs, the manufacture date on the driver's door jamb must be AFTER 05/23.
3. Must be able to duplicate the pop noise from the REAR of the sunroof. Vehicle may need to sit for several hours before the noise can be heard again (capture the noise in a short video and send it to [TIS](#)).
4. Vibration/squeaking noises do NOT qualify.
5. Sunroof MUST be functioning properly (popping noise is not from function issue).
6. No repair has been attempted for this issue during this visit.

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. 2024)
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. Confirm that the vehicle meets qualifiers #1-#6 listed above and send the video.
6. 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 personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.