

Warranty Extension: MOST Communication Failure

Dear Acura MDX Owner:

We are sending this letter to notify you about a Warranty Extension that applies to your vehicle.

Please confirm the 17-digit Vehicle Identification Number (VIN) above matches the VIN on the upper left of your vehicle's dashboard.

What is the problem?

On certain 2022-2024 Acura MDX vehicles, the terminals of the coaxial cables used for data transfer for the vehicle's MOST (Media-Oriented System Transport) network bus may become loose over time due to an assembly error or the terminals being produced out of specification. This condition may result in one or more of the following symptoms:

- a popping or crackling noise from the speakers.
- a "Network Communication Loss" message appearing followed by the screen of the Centre Display Unit going blank.
- the Center Display Unit staying ON with the ignition turned OFF and the door opened.
- the display switching between Day Mode and Night mode.
- a "Drive mode not available" message appearing.
- the disclaimer message displayed on start-up remains on the Center Display Unit.

To ensure customer confidence, Acura Canada is extending the current warranty on the terminals of the coaxial cables in these vehicles to eight (8) years from the original date of purchase or 160,000km, whichever comes first. **No action is required on your part unless you experience one of the symptoms as described above.**

This Warranty Extension provides coverage for the current owner and any subsequent owners, provided the vehicle has never been declared a total loss or sold for salvage by an insurer or financial institution, or has never been branded or similarly titled under any provincial regulations.

What should you do?

If you believe that your vehicle is experiencing the issue mentioned above, please contact your local Acura dealer to schedule an appointment to have the vehicle inspected. You can find a dealer in your region and schedule your appointment online at <https://www.acura.ca/en/dealerlocator>. If the problem is a result of the terminals of the coaxial cables, the dealer will replace the existing cables with new jumper harnesses and install terminal straightening covers, free of charge.

Who to contact if you experience problems or have questions?

If you need assistance or if your dealer is unable to perform the necessary service free of charge, please contact Acura Canada Client Services at 1-888-9ACURA9 (1-888-922-8729).

Please help Acura Canada keep you informed:

This notice was mailed to you according to the most current information we have available. If the vehicle is currently being leased and you are the lessor, please forward a copy of this notice to the lessee within 10 working days of receiving this notice. If you no longer own this vehicle, or some information in this notice is incorrect, please contact Acura Canada at 1-888-9ACURA9 (1-888-922-8729) or forward this notice to the new owner. Additionally, please help Acura Canada keep you informed by confirming or updating your information at https://www.my-garage.ca/s/login/?language=en_US. You may create an account or log in using the credentials you have previously set. Once signed in, you will be able to confirm or update your ownership information.

Thank you for being an Acura owner. We hope that this Warranty Extension helps to show Acura's commitment to quality products and customer satisfaction.

Sincerely,



Dave Jamieson
Sr Vice President & COO