

2019-2020 ACURA RDX INFOTAINMENT SYSTEM LITIGATION

CLAIM FORM INSTRUCTIONS

You received this Claim Form because records show that you owned or leased a 2019 or 2020 Acura RDX covered by this Settlement. To qualify for any of the Settlement Benefits discussed below, you must file a Claim Form by the **February 4, 2022** claim deadline.

There are four (4) different categories of Settlement Benefits available if you are eligible and file a valid Claim Form. They are as follows:

Benefit 1: Two Years of AcuraLink Security Service for Free

If you made more than one service visit to an authorized Acura dealership for Infotainment System issues not resolved during the initial warranty service visit and the subsequent visit did not occur as a result of a recall or product update on or before **October 1, 2021**, you may be eligible to receive two years of AcuraLink Security Service (a \$89 value per year) for free. You must file a Claim Form to receive Benefit 1. If you have documents showing your visit(s) to the dealer (such as repair invoices or other evidence) or can obtain them from the dealer, you should also submit those documents.

Benefit 2: Costs of Recharging Vehicle's Battery

If you paid to recharge your Vehicle's battery because the Vehicle's Infotainment System would not turn off, and you have proof of the expenses you incurred, you should file a Claim Form for Benefit 2. To be valid, your claim must include documentation of the condition and the expense.

Benefit 3: Transportation Cost Reimbursement

If you returned your Vehicle to an authorized dealership to obtain a repair for Infotainment System issues on *two or more occasions* and you incurred rental car, taxicab, or other ride-sharing service charges while your Vehicle was being serviced for those issues, you should file a Claim Form for Benefit 3. To be valid, your claim must include documentation of the visits and the expense.

Benefit 4: Costs for Post Warranty Infotainment System Repairs

If you incurred out-of-pocket repair expenses for Infotainment System Symptoms because your Vehicle's original New Vehicle Limited Warranty term (4 years/50,000 miles) expired prior to the date that the Settlement's Extended Warranty took effect (adding 2 years/24,000 miles to the original warranty), you should file a Claim Form for Benefit 4. The Extended Warranty covers Infotainment System Symptoms, which refers to the symptoms identified in: (1) Acura Service Bulletin 20-001 (center display unit stays on with the ignition turned to OFF and the door open, display switches between the Day Mode and Night Mode, the Drive Mode Not Available message appears, or the disclaimer is stuck on); and (2) Acura Service Bulletin 20-031 (popping/crackling from the speakers, blank display, no sound from the audio system, or network loss message). These two service bulletins were recently combined into one, which is identified as Acura Service Bulletin 21-009. The Extended Warranty is subject to the same terms and conditions as the original NVLW issued at the original point of sale or lease of each Settlement Class Vehicle. To be valid, your claim must include documentation of the covered warranty repairs and the expense.

To submit your Claim Form electronically, go to www.infotainmentsettlement.com

To submit your Claim Form through the mail, mail your completed Claim Form to:

2019-20 ACURA RDX INFOTAINMENT SYSTEM LITIGATION
Banh Class Action Settlement
P.O. Box 2718
Torrance, CA 90509

All Claim Forms must be submitted online or postmarked by February 4, 2022.

2019-2020 ACURA RDX INFOTAINMENT SYSTEM SETTLEMENT CLAIM FORM

Submit this Claim Form to seek one or more of the Benefits below. Check the appropriate box for each benefit you are seeking. If you are seeking reimbursement for out-of-pocket costs, include the amount of reimbursement requested and attach proof of each expense.



Benefit 1: Two Years of AcuraLink Security Service for Free (a \$89 value per year) – I made more than one service visit to an authorized Acura dealership for Infotainment System issues that were not resolved during the initial warranty service visit and the subsequent visit did not occur as a result of a recall or product update. (Note: You may file a claim for this Benefit even if you do not have documentation showing more than one visit to an Acura Dealership. In that instance, AHM will review its records to attempt to find proof of your visits. However, if you have or can obtain documents of these visits (such as dealership invoices or records), you should submit those documents with this Claim Form as it will increase the likelihood that your claim will be approved.)



Benefit 2: Costs of Recharging Vehicle's battery - I incurred out-of-pocket costs to recharge my Vehicle's battery because the RDX's Infotainment System would not turn off. I have attached proof of the condition and the expenses (invoice, receipt, credit card charge, etc.).

Amount of Reimbursement: \$ _____



Benefit 3: Transportation Cost Reimbursement – I returned my Vehicle to an authorized dealership to obtain a repair for Infotainment System issues on *two or more occasions* and I incurred rental car, taxicab, or other ride-sharing service charges while my RDX was being serviced for those issues. I have attached proof of these visits and expenses (invoice, receipt, credit card charge, etc.).

Amount of Reimbursement: \$ _____



Benefit 4: Costs for Infotainment System Repairs - I incurred out-of-pocket repair expenses for Infotainment System Symptoms because my Vehicle's original New Vehicle Limited Warranty term (4 years/50,000 miles) expired prior to the date that the Settlement's Extended Warranty (adding 2 years/24,000 miles to the original warranty) took effect. I have attached proof of the covered repairs and these expenses (invoice, receipt, credit card statement, etc.).

Amount of Reimbursement: \$ _____

Claimant Information

1. _____
Name of Registered Owner or Lessee of Vehicle (Current and Former Owners and Lessees May Submit a Claim)

2. _____
Address City State Zip Code

3. _____
Vehicle Identification Number (The VIN can be found on the metal plate at bottom of driver's side front windshield or on your lease or title documents)

4. _____
Email Address

Please sign the declaration below:

I hereby attest to and affirm that I am eligible for the Settlement Benefits indicated above and that the documentation provided, if any, to support my claim is authentic and, if I am seeking reimbursement, that I actually incurred and was not previously reimbursed for these expenses.

Signature: _____

Print name: _____

If you prefer to file your Claim Form electronically, go to www.infotainmentsettlement.com.