

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

---

**Sent on** 12 01 2014 **Expires on** 12 15 2014  
**From** Parts and Service Division  
**Subject** Request for Parts: 2014 Civic Coupe Window Regulator Noise

**To:** All Honda Service Managers/Consultants  
**From:** Technical Research & Support Group  
**RE:** Request for Parts: 2014 Civic Coupe Window Regulator Noise

This message is solely directed to Honda dealership personnel; please handle accordingly.  
Print this *iN* message and provide a copy to the Shop Foreman and all Service Consultants.

**Background**

American Honda (AHM) is investigating certain 2014 Civic Coupes with a complaint of window regulator noise when raising or lowering the windows. The noise can be described as popping, squeaking, growling, clicking, or knocking. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to your attempting any repair.

**Qualifiers**

AHM is interested ONLY if the vehicle meets the following requirements:

1. Must be able to duplicate the noise.
2. First time complaint.
3. No previous repair for this issue.

**Action Required**

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

© 2000–2014, American Honda Motor Co., Inc. All Rights Reserved.