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Sent on 10 24 2014 **Expires on** 11 07 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.

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