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Sent on 11 05 2014 **Expires on** 11 17 2014
From Parts and Service Division
Subject Request for Visit: 2012 Civic Inaccurate Fuel Gauge

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2012 Civic Inaccurate Fuel Gauge

Print this *iV* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2012 Civics with a complaint of an inaccurate fuel gauge. To fully 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. Vehicle must be under the Limited Powertrain Warranty (5 years or 60,000 miles)
2. All trims except Si, CNG & Hybrid.
3. First time & repeat complaints are okay.

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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