



Applies To: **2012 Civic – ALL**  
**2012 Civic Hybrid – ALL**  
**2012 Civic Natural Gas – ALL**

**March 11, 2014**

## Buzz or Rattle From the Dash When the Heater Is On

(Supersedes 13-041, dated November 19, 2013, to revise the information marked by the black bars)

### REVISION SUMMARY

Under PARTS INFORMATION, applications were clarified.

### SYMPTOM

A buzz or rattle is heard from the dash when the heater is on low to medium fan speed.

### POSSIBLE CAUSE

The air mix door is warped.

### CORRECTIVE ACTION

Replace the heater sub-assembly.

### PARTS INFORMATION

Heater Sub-Assembly (4-Door EX, LX, Japan Produced):

P/N 79106-TR0-A02

Heater Sub-Assembly (Hybrid):

P/N 79106-TR2-A42

Heater Sub-Assembly (4-Door EX, EX-L, LX, Si, HF, Natural Gas):

P/N 79106-TR3-A02

Heater Sub-Assembly (4-Door DX):

P/N 79106-TR3-Y01

Heater Sub-Assembly (2-Door EX, EX-L, LX, Si):

P/N 79106-TS8-A02

Heater Sub-Assembly (2-Door DX):

P/N 79106-TS8-Y01

O-Ring 5/8 inch:

P/N 80871-ST7-000

O-Ring 8mm:

P/N 80873-ST7-000

A-Pillar Clip (Two required):

P/N 91561-TR0-A11

### REQUIRED MATERIALS

Coolant: P/N 0L999-9011

(1.5 gallons required)

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
611100	Replace the heater sub-assembly (without A/C)	4.6
F	With A/C – add (evacuate/recharge)	0.3

Failed Part: P/N 79106-TR0-A02

Defect Code: 00401

Symptom Code: 00101

Skill Level: Repair Technician

### REPAIR PROCEDURE

1. Remove the heater sub-assembly:

Online, enter keywords **HEATER CORE**, and select **Heater Unit/Core Removal and Installation (Heating)** or **(Natural Gas models)** or **(With A/C)** from the list.

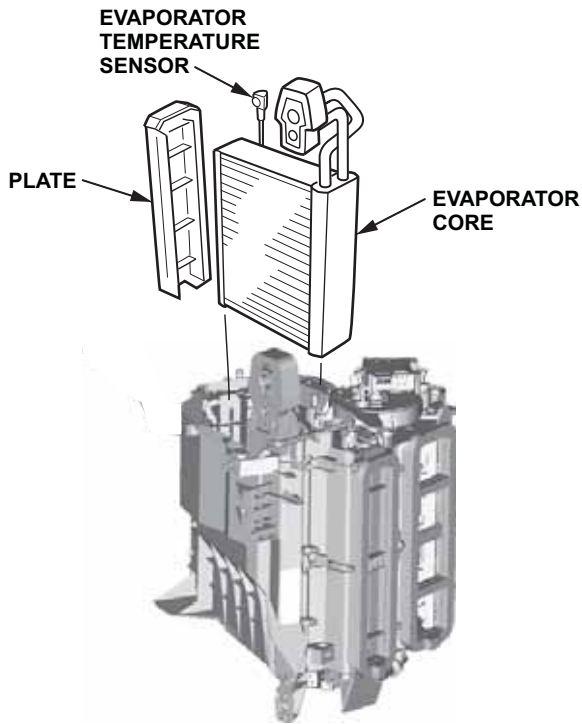
#### NOTE:

- It is not necessary to remove the steering wheel; the steering column can be removed with the steering wheel attached.
- It is not necessary to remove the passenger airbag from the steering beam hanger; the dashboard and hanger can be removed as an assembly.
- You must replace the A/C pipe O-rings.
- Before removing the heater unit, make sure the HVAC controls are set to MAX COOL and VENT air delivery mode. This is required to properly position the air mix and mode control motors for removal and transfer to the new heater unit.

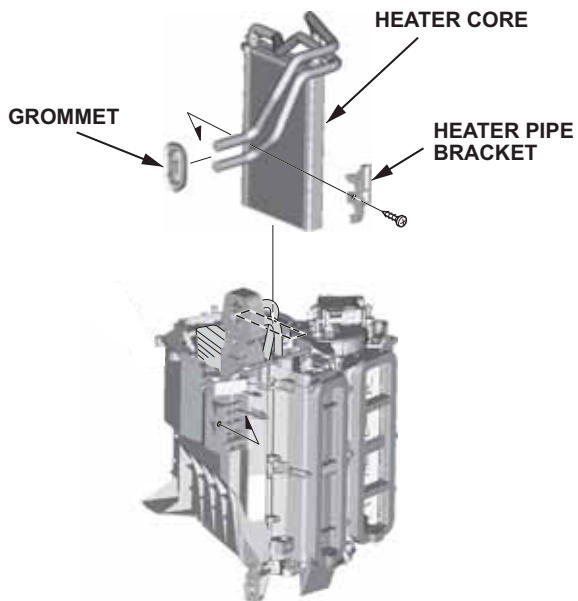


**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

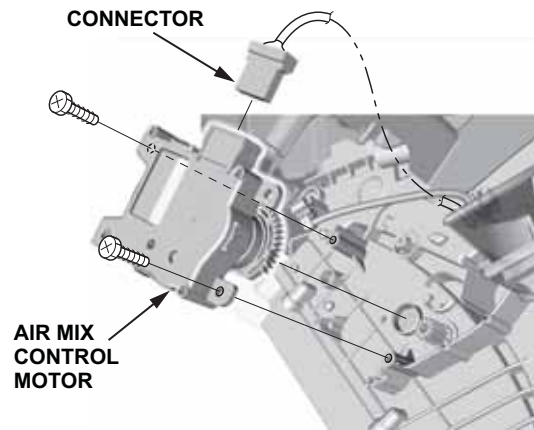
2. *With A/C:* Carefully remove the evaporator core without bending the evaporator temperature sensor.



3. Remove the heater pipe bracket and the grommet. Carefully pull out the heater core.



4. Remove the air mix control motor.



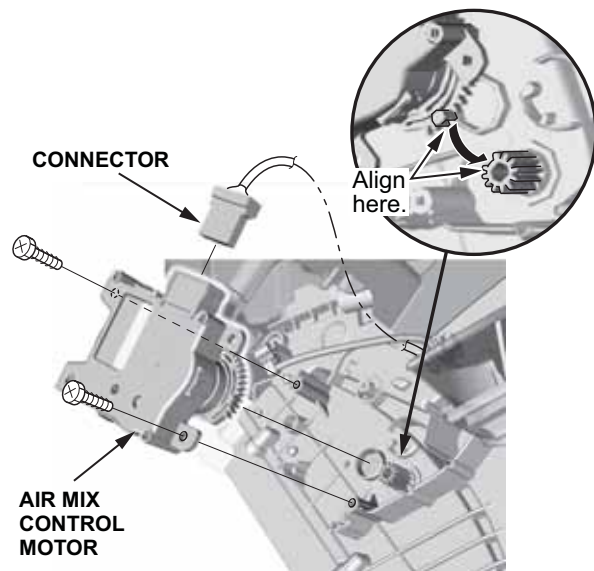
5. Remove the mode control motor.

6. Install the heater core, the heater pipe bracket, and the grommet into the new heater sub-assembly.

7. *Models with A/C:* Reinstall the evaporator core with the two new O-rings.

8. Install the mode control motor.

9. Align the air mix control motor with the gear, then install the motor onto the new sub-assembly.



10. Reinstall all removed parts.

Online, enter keywords **HEATER CORE**, and select **Heater Unit/Core Removal and Installation (Heating)** or **(Natural Gas models)** or **(With A/C)** from the list.