

February 4, 2014

ATB 50918 (1402)

Starter Intermittently Whines and Does Not Crank the Engine

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2012	Civic NGV	ALL	ALL
2012	Civic	ALL (except Si and Hybrid)	ALL

SYMPTOM

The starter motor intermittently whines and does not crank the engine.

POSSIBLE CAUSES

The starter pinion does not extend far enough to properly engage the engine flywheel.

CORRECTIVE ACTION

Replace the starter motor assembly.

PARTS INFORMATION

Part Name	Part Number	Quantity
Starter Motor Assembly	31200-R1A-A11	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
116100	Replace Starter Motor Assembly	0.9 hr	14-003A	31200-R1A-A01

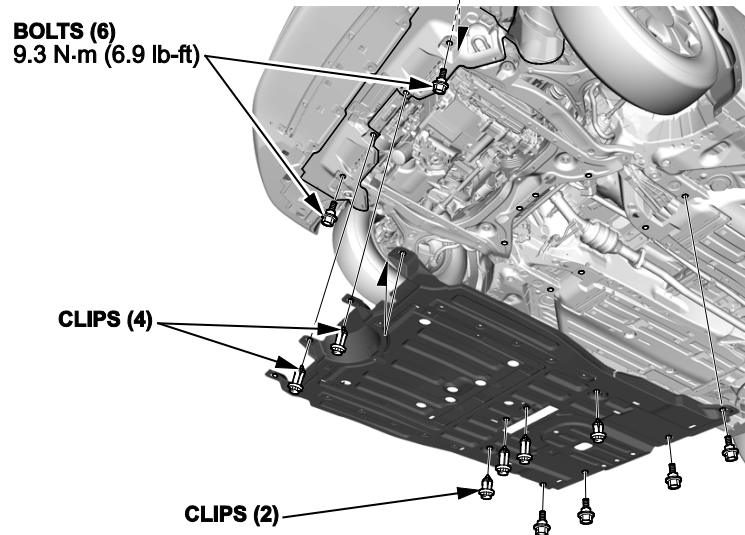
Defect Code: 03214

Symptom Code: 01201

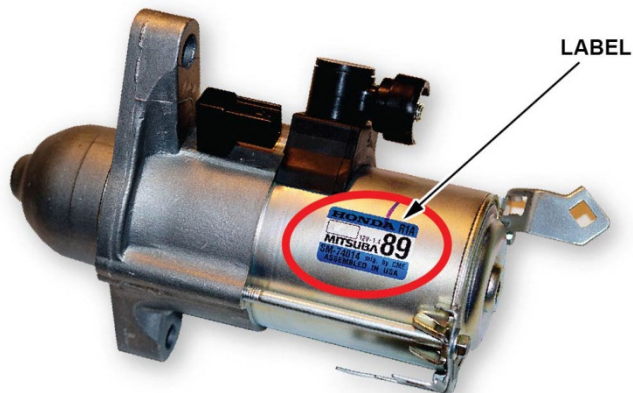
Skill Level: Repair Technician

INSPECTION PROCEDURE

1. Raise the vehicle on a lift.
2. Remove the engine undercover.

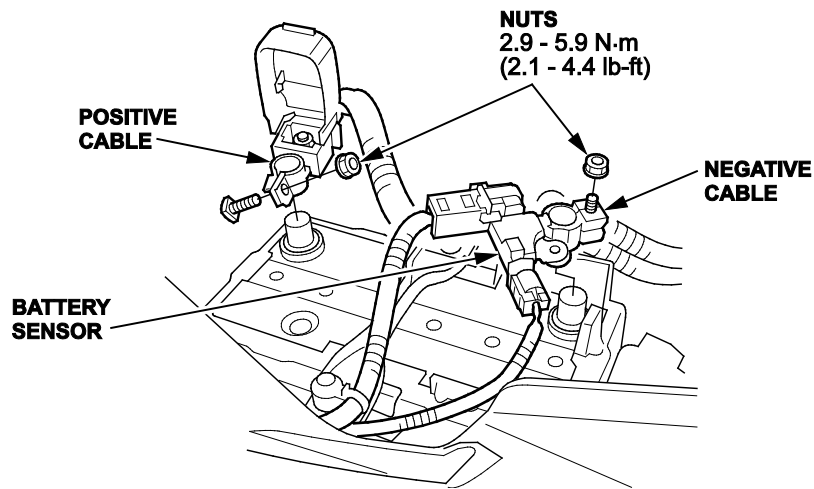


3. Inspect the starter motor label and check the two-digit number.
 - If the two-digit number is 89, this service bulletin does not apply. Proceed with normal troubleshooting.
 - If the two-digit number is **not 89**, go to REPAIR PROCEDURE to replace the starter motor assembly.

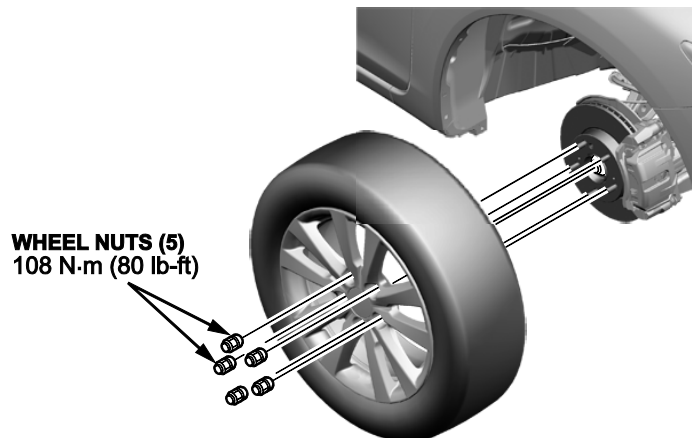


REPAIR PROCEDURE

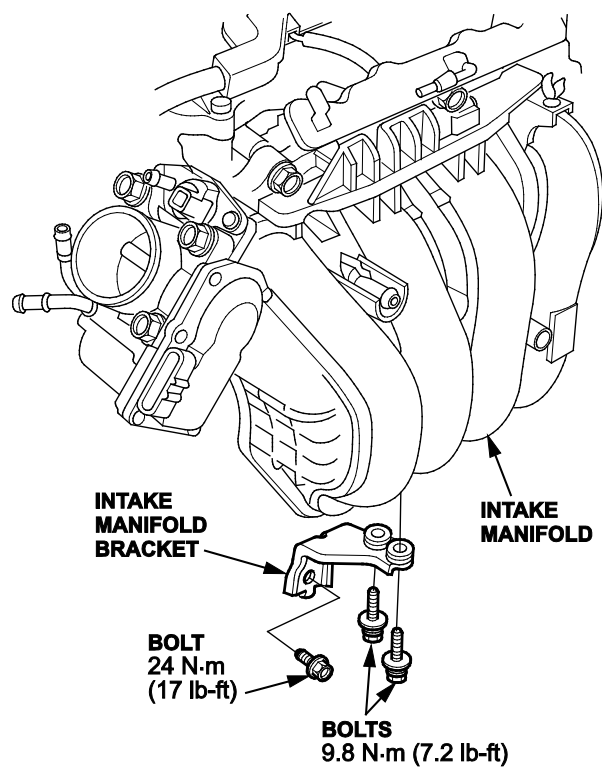
1. Make sure the ignition is turned to OFF.
2. Disconnect and isolate the negative cable with the battery sensor from the battery.
Note: To protect the battery sensor from damage, do not hold it when removing the negative terminal.



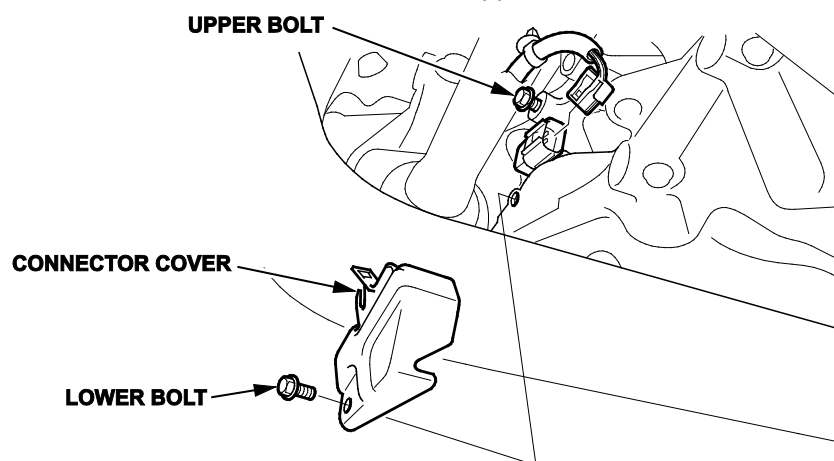
3. Disconnect the positive cable from the battery.
4. Remove the right front wheel.



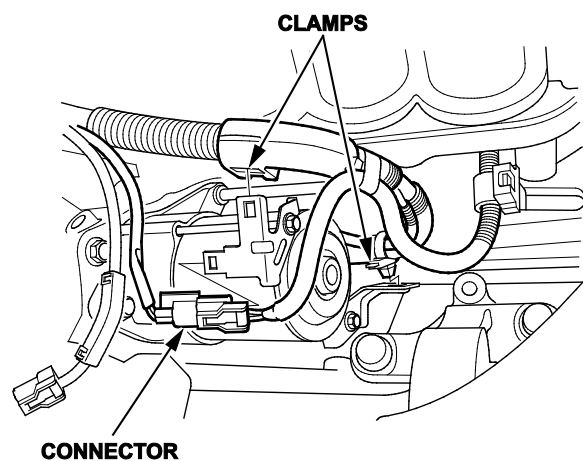
5. Remove the intake manifold bracket.



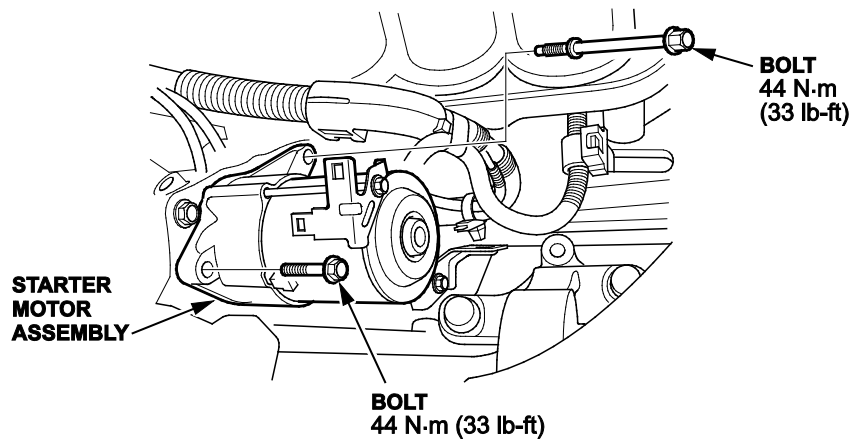
6. Remove the lower bolt and loosen the upper bolt of the connector cover to allow some movement of the harness.



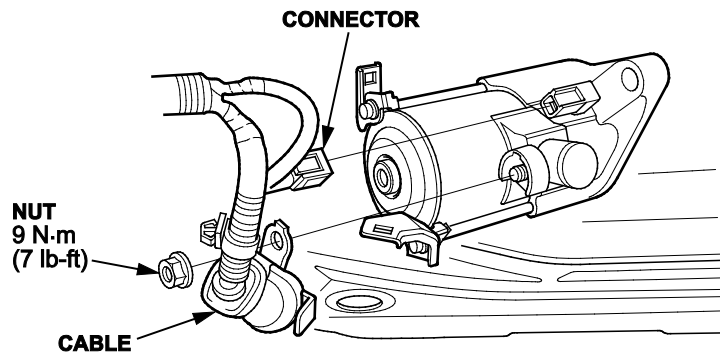
7. Remove the clamps and the connector.



8. Remove the starter motor mounting bolts.



9. Disconnect the cable and the connector.



10. Remove the starter motor assembly.
11. Install the new starter motor assembly, and reinstall the other components in the reverse order of removal.
12. Apply multipurpose grease to the battery terminals to prevent corrosion.
13. Start the engine to make sure the starter motor works properly.

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.