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Sent on 08 12 2016 **Expires on** 08 26 2016

From Parts and Service Division

Subject Request for Visit: 2016 Civic Speakers Inop

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016 Civic Speakers Inop

*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 Advisors.*

Background

American Honda (AHM) is investigating certain 2016 Civics with a customer complaint of no sound coming from any speakers. 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 requirement:

1. 4-Door Touring & 2-Door, EX-T, EX-L & Touring only.
2. Service Bulletins 16-001 & 16-022 have been performed.

Action Required

If you have or know of such a vehicle, please call the 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.