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**Sent on** 10 06 2016      **Expires on** 10 20 2016

**From** Parts and Service Division

**Subject** Request for Visit: 2013 Civic Starter Intermittent No Start

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Visit: 2013 Civic Starter Intermittent No Start

**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 2013 Civics with a customer complaint of the starter not starting intermittently. 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. No Si, Hybrid or NGV.
- 2. No history of starter replacement.

**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.