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Sent on	11	28	2016	Expires on	12	12	2016
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From	Parts and Service Division
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Subject	Request for Visit: 2016-2017 Accord & Civic Sedan Rear Tray Rattle Noise
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016-2017 Accord & Civic Sedan Rear Tray Rattle Noise

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 2016-2017 Accord sedans & 2016 Civic sedans with a customer complaint of a pronounced rattle noise coming from the rear tray while playing music with bass. 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. For Accord sedan, EX-L, EX-L V6 & Touring models only.
2. For Civic sedan, EX-L & Touring models only.
3. Must be able to duplicate the rattle noise.
4. No previous repairs in the rear tray area for this issue.

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.