

[Next Unread Message](#)[View Message](#)

Sent on	03	22	2017	Expires on	04	05	2017
---------	----	----	------	------------	----	----	------

From	Parts and Service Division
------	----------------------------

Subject	Request for Visit: 2016 Civic Sedan Rear Tray Rattle Noise (Zone 4)
---------	---

PRIORITY/ACTION REQUIRED

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

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iV message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 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. VIN must start with 2HG & the manufacturing date on the driver's doorjamb sticker must be 08/16 or later.
2. EX-L & Touring 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.