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Sent on	07	14	2017	Expires on	07	24	2017
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From	Parts and Service Division
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Subject	Request for Visit: 2017 Civic A/C Inop or Not Cooling
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2017 Civic A/C Inop or Not Cooling

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 2017 Civics with a customer complaint of the A/C not working or not cooling enough. 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 requirements:

1. VIN must start with 19X.
2. Vehicle must be within 90 days from the sales date.
3. Must be able to duplicate the issue.
4. No repair has been attempted 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.