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| Sent on | 11 | 01 | 2017 | Expires on | 11 | 13 | 2017 |
| From | Parts and Service Division | | | | | | |
| Subject | Request for Visit: 2017 Civic Audio Display Flickers | | | | | | |

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Visit: 2017 Civic Audio Display Flickers

*This message is solely directed to Honda dealership personnel; please handle accordingly.
 Print this i/N 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 audio display flickering. 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 2HG or 19X.
2. 2-Door & 4-Door accepted.
3. EX, EX-L & Touring only.
4. Must be able to duplicate the issue.
5. First time & repeat claims are accepted.

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.