Next Unread Message

Sent on	06	25	2018	Expires on	07	09	2018
From	Parts and Service Division						
Subject	2017-2018 Civic Hatchback Windshield Washer Tank Leak						

PRIORITY/ACTION REQUIRED

- To: All Honda Service Managers/Advisors
- From: Technical Research & Support Group

RE: Request for Parts: 2017-2018 Civic Hatchback Windshield Washer Tank Leak

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 Motor Co., Inc. (AHM) is investigating certain 2017-2018 Civic Hatchbacks with a customer complaint of the windshield washer tank leaking. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

- 1. Leak must be confirmed.
- 2. First time & repeat complaint are accepted.
- 3. No repair has been attempted for this issue during current visit.

Action Required

If you have or know of such a vehicle, please call 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.