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Sent on 07 09 2018 **Expires on** 07 23 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.