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

From Parts and Service Division

Subject Request for Visit: 2016-2018 Civic Broken Side Engine Mount

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016-2018 Civic Broken Side Engine Mount

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 Motor Co., Inc. (AHM) is investigating certain 2016-2018 Civics with a customer complaint of excessive vibration and/or noise due to a broken side engine mount. The vibration can be felt through the steering wheel or floor at idle. The noise can be described as clunking or banging. 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 or 2HG.
2. 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.